

Symantec pcAnywhere™ User's Guide



Symantec pcAnywhere™ User's Guide

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Documentation version 11.0

PN: 10079001

Copyright Notice

Copyright © 2003 Symantec Corporation.

All Rights Reserved.

Any technical documentation that is made available by Symantec Corporation is the copyrighted work of Symantec Corporation and is owned by Symantec Corporation.

NO WARRANTY. The technical documentation is being delivered to you AS-IS, and Symantec Corporation makes no warranty as to its accuracy or use. Any use of the technical documentation or the information contained therein is at the risk of the user. Documentation may include technical or other inaccuracies or typographical errors. Symantec reserves the right to make changes without prior notice.

No part of this publication may be copied without the express written permission of Symantec Corporation, 20330 Stevens Creek Blvd., Cupertino, CA 95014.

Trademarks

Symantec, the Symantec logo, Symantec pcAnywhere, ColorScale, and SpeedSend are U.S. registered trademarks of Symantec Corporation. LiveUpdate and Symantec Packager are trademarks of Symantec Corporation.

Other brands and product names mentioned in this manual may be trademarks or registered trademarks of their respective companies and are hereby acknowledged.

Printed in the United States of America.

10 9 8 7 6 5 4 3 2 1

Service and Support Solutions

The Service & Support Web site at <http://service.symantec.com> supports Symantec products. Customer Service helps with nontechnical issues such as orders, upgrades, replacements, and rebates. Technical Support helps with technical issues such as installing, configuring, or troubleshooting Symantec products.

Methods of technical support and customer service can vary by region. For information on support offerings in your region, check the appropriate Web site listed in the sections that follow.

If you received this product when you purchased your computer, your computer manufacturer may be responsible for providing your support.

Customer service

The Service & Support Web site at <http://service.symantec.com> tells you how to:

- Subscribe to Symantec newsletters.
- Locate resellers and consultants in your area.
- Replace defective CD-ROMs and manuals.
- Update your product registration.
- Find out about orders, returns, or a rebate status.
- Access Customer Service FAQs.
- Post a question to a Customer Service representative.
- Obtain product information, literature, or trialware.

For upgrade orders, visit the Symantec Store at:
<http://www.symantecstore.com>

Technical support

Symantec offers two technical support options for help with installing, configuring, or troubleshooting Symantec products:

- Online Service and Support
Connect to the Symantec Service & Support Web site at <http://service.symantec.com>, select your user type, and then select your product and version. You can access hot topics, Knowledge Base articles,

tutorials, contact options, and more. You can also post a question to an online Technical Support representative.

- **PriorityCare telephone support**

This fee-based (in most areas) telephone support is available to all registered customers. Find the phone number for your product at the Service & Support Web site. Connect to the Symantec Service & Support Web site at <http://service.symantec.com>, then click the link for Home/Small Business. Select the Phone Support option, then select your product and version to find the telephone contact options for your product.

Support for old and discontinued versions

When a new version of this software is released, telephone support will be provided for the old version for six months after the release of the new version. Technical information may still be available through the Service & Support Web site (<http://service.symantec.com>).

When Symantec announces that a product will no longer be marketed or sold, telephone support is discontinued 60 days later. Technical information may still be available through the Service & Support Web site at: <http://service.symantec.com>

Subscription policy

If your Symantec product includes virus, firewall, or Web content protection, you may be entitled to receive updates via LiveUpdate. Subscription length varies by Symantec product.

After your initial subscription ends, you must renew it before you can update your virus, firewall, or Web content protection. Without these updates, you will be vulnerable to attacks.

When you run LiveUpdate near the end of your subscription period, you are prompted to subscribe for a nominal charge. Simply follow the instructions on the screen.

Worldwide service and support

Technical support and customer service solutions vary by country. For Symantec and International Partner locations outside of the United States, contact one of the service and support offices listed below, or connect to <http://service.symantec.com> and select your region under Global Service and Support.

Service and support offices

North America

Symantec Corporation
555 International Way
Springfield, OR 97477
U.S.A.

<http://www.symantec.com/>
PriorityCare 800 Support (Charged on a per-incident basis. U.S. and Canada only.)
Consumer: 888-265-9689
Enterprise: 800-927-4017

PriorityCare 900 Support (Charged on a per-minute basis. U.S. only. Consumer only.)
900-646-0026

Australia and New Zealand

Symantec Australia
Level 2, 1 Julius Avenue
North Ryde, NSW 2113
Sydney
Australia

http://www.symantec.com/region/reg_ap/
+61 (2) 8879-1000
Fax: +61 (2) 8879-1001

Europe, Middle East, and Africa

Symantec Authorized Service Center
Postbus 1029
3600 BA Maarssen,
The Netherlands

http://www.symantec.com/region/reg_eu/
+353 (1) 811 8032

Latin America

Symantec Brasil
Market Place Tower
Av. Dr. Chucri Zaidan, 920
12º andar
São Paulo - SP
CEP: 04583-904
Brasil, SA

Portuguese:
<http://www.service.symantec.com/br>
Spanish:
<http://www.service.symantec.com/mx>
Brazil: +55 (11) 5189-6300
Mexico: +52 55 5322 3681 (Mexico DF)
01 800 711 8443 (Interior)
Argentina: +54 (11) 5382-3802

Every effort has been made to ensure the accuracy of this information. However, the information contained herein is subject to change without notice. Symantec Corporation reserves the right for such change without prior notice.

April 2, 2003

Contents

Service and Support Solutions

Chapter 1 Introducing Symantec pcAnywhere

About Symantec pcAnywhere	14
Components of Symantec pcAnywhere	15
Symantec tools	16
Third-party tools	17
Unsupported tools	18
How Symantec pcAnywhere works	19
Understanding the difference between a host and a remote	19
About remote control	19
About remote management and file transfer	20
How connections are made	20
About connecting over the Internet	21
About Internet broadband connections	21
About connecting from outside a firewall	22
What you can do with Symantec pcAnywhere	23
Where to find more information	24

Chapter 2 Installing Symantec pcAnywhere

Preparing for installation	26
System requirements	26
User rights requirements	27
Choosing an installation option	28
If you have a previous version installed	29
Installing Symantec pcAnywhere	30
Installing the full product version	30
Installing a custom version	31
Running the setup program manually	32
Post-installation tasks	33
Modifying installation settings	33
Updating Symantec pcAnywhere	34
Uninstalling Symantec pcAnywhere	35

Chapter 3 Symantec pcAnywhere QuickStart

Starting Symantec pcAnywhere	38
Registering Symantec pcAnywhere	38
About pcAnywhere Manager	38
What you need to know before you connect	39
Ways to connect to another computer remotely	40
Choosing the start mode for a remote session	41
About the Session Manager	41
Improving performance	42
Issues that affect performance	42
Starting the Optimization Wizard	44
Changing performance settings	45
Viewing or modifying pcAnywhere preferences	45

Chapter 4 Allowing others to control your computer

Managing host connections	48
Adding a host connection item to Favorites	48
Setting up a host computer	48
Specifying a host name	50
Configuring a host using the Host Setup Wizard	50
Configuring a host using advanced properties	55
Selecting a host connection device	55
Configuring a host network connection	57
Configuring cable modem connections	58
Configuring DSL or ADSL connections	58
Configuring a host modem connection	58
Changing the number of rings for incoming modem connections	59
Configuring an ISDN connection	60
Configuring a direct connection to the host	61
Setting the host startup options	62
Setting end of session options	63
Configuring a host computer to use directory services	66
Starting a host session	66
Waiting for a connection from a remote computer	67
Calling a remote computer	67
What you can do during a host session	68
Letting multiple remote users hold a conference	68
Configuring a conference host	69
Starting a conference	70
Ending a host session	70

Chapter 5 Controlling another computer remotely

Managing remote connections	72
Adding a remote connection item to Favorites	72
Setting up a remote computer	72
Configuring a remote connection using the Remote Setup Wizard	73
Configuring a remote connection using advanced properties	76
Selecting a connection device for remote sessions	77
Configuring a remote network connection	78
About cable modem connections	79
About DSL or ADSL connections	80
Configuring a remote modem connection	80
About ISDN connections	82
Configuring a direct connection to the remote	83
Configuring a remote computer to use directory services	84
Automatically logging on to the host computer	85
Automatically reconnecting if the host is busy	85
Starting a remote control session	86
Starting a remote connection item	87
Waiting for a host connection	87
Connecting to another computer using Quick Connect	88
Connecting to multiple hosts	92
What you can do during a remote control session	93
Changing display settings during a remote control session	95
Changing the background colors	95
Configuring remote printing	96
Transferring the contents of the Windows clipboard	97
Chatting online with another user	98
Connecting to a computer that does not have a waiting host	98
Configuring a thin host for initial use	99
Editing a thin host configuration	102
Ending a remote control session	102

Chapter 6 Supporting computers and servers remotely

About Symantec pcAnywhere Remote Management tools	104
User rights requirements for remote management	104
Starting a remote management session	104
Managing tasks remotely	105
Viewing or changing program status	105
Viewing or changing process status	106
Running DOS commands	107
Editing the exclusion list	107

Viewing services	109
Starting or stopping a service	109
Changing the startup mode of a service	109
Changing the logon properties for a service	110
Viewing dependencies for a service	110
Viewing and editing system files	111
Viewing and editing the system registry	112
Viewing the event log	112
Filtering events	113
Viewing and uninstalling programs	113
Changing the computer state remotely	114
Restarting or shutting down a host computer during a remote management session	114
Locking a computer or logging off a user during a remote management session	115
Sending system state commands to one or more computers	116
Ending a remote management session	120

Chapter 7 Transferring files and folders

About pcAnywhere File Manager	122
Getting to files quickly	123
Managing files and folders	125
Comparing folders	127
Changing file transfer preferences	127
Selecting a start-up location	127
Selecting an overwrite option	128
Increasing file transfer performance	129
Starting a file transfer session	130
Transferring files between computers	130
Cancelling a file transfer operation	131
Pausing a file transfer operation	131
Viewing the Command Queue during a file transfer operation	131
Changing file transfer settings during a session	132
About synchronization and cloning	132
Synchronizing folders	132
Synchronizing folders by file type	133
Cloning a folder	133

Chapter 8 Automating file transfer and management tasks

About the Command Queue	136
Creating a command queue file to automate tasks	137
Adding commands to a queue file	138
Arranging items in the queue file	143
Adding remote connection items to a command queue file	143
Selecting file handling options for command queues	144
Selecting end of session options for command queues	145
Creating a command queue file during a session	149
Pausing the Command Queue	149
Removing a command from the command list	149
Arranging commands in the command list	150
Saving a command queue file	150
Running a command queue file	151
Running a command queue file during a session	151
Running a command queue file from pcAnywhere Manager	151
Scheduling a command queue file to run automatically	153

Chapter 9 Securing your computer and sessions

Protecting a host computer from unauthorized access	156
Choosing an authentication type	156
Configuring logon security	160
Hiding the host name from network search results	161
Calling back remote users	162
Limiting access rights	163
Configuring caller rights	163
Setting time limits for callers	164
Restricting access to computer drives	165
Securing sessions	166
Restricting control of the keyboard and mouse	166
Setting inactivity time limits for sessions	167
Using encryption to protect data	168
About symmetric encryption	168
About public-key encryption	168
Understanding the performance trade-offs	169
How pcAnywhere works with encryption	169
Configuring pcAnywhere to use pcAnywhere encoding	170
Configuring pcAnywhere to use symmetric encryption	170
Configuring pcAnywhere to use public-key encryption	171
Protecting configuration settings	174
Protecting a connection item	174
Protecting a caller account	175

Assessing host security	176
Running the Host Assessment Tool	176
Specifying the location of the host connection items	178
Analyzing the scan results	178
Learning more about security features	180
Saving scan results	180

Chapter 10 Monitoring and recording sessions

Monitoring events in Symantec pcAnywhere	182
Generating a pcAnywhere log file	182
Logging events in the Windows Event Viewer	184
Sending logging information to a central server	185
Logging file access events	187
Managing log files	188
Creating an activity log report	188
Archiving or deleting log file data	189
Recording and replaying sessions	189
Recording a remote session	190
Automatically recording a remote session	190
Automatically recording a host session	191
Replaying a recorded session	191
Saving information from a recorded session	193
Saving and viewing session screens	194
Saving a session screen	194
Viewing a session screen	194

Appendix A Customizing connection devices

Customizing network connections	196
Selecting a network card	196
Customizing the data port range for remote connections	196
Changing the default port numbers on the host	197
Changing the default port numbers on the remote	198
Customizing modem connections	199
Customizing European ISDN connections	200
Customizing direct connections	201

Index

CD Replacement Form

Introducing Symantec pcAnywhere

This chapter includes the following topics:

- [About Symantec pcAnywhere](#)
- [Components of Symantec pcAnywhere](#)
- [How Symantec pcAnywhere works](#)
- [What you can do with Symantec pcAnywhere](#)
- [Where to find more information](#)

About Symantec pcAnywhere

Symantec pcAnywhere provides secure, remote access to computers and servers. Symantec pcAnywhere supports network connections over a local area network (LAN), wide area network (WAN), or the Internet, modem-to-modem connections, and direct cable connections using a serial or parallel port.

Common uses for pcAnywhere include:

- **Managing computers remotely**
Help desk operators, administrators, and other IT professionals use pcAnywhere to troubleshoot and quickly resolve computer problems. Symantec pcAnywhere lets you remotely perform diagnostics, check and modify settings, and deploy and install software.
- **Supporting and maintaining servers**
Administrators use pcAnywhere to connect to servers across their organizations to perform routine maintenance, deploy and install software patches and upgrades, assess performance, and troubleshoot network problems.
- **Transferring files between computers**
Symantec pcAnywhere lets you connect to your home or office computer to quickly get the files that you need. You can perform automatic end-of-day file transfers from one computer to another or exchange multimedia and other files that are too large to send by email.
- **Working from a remote location**
Symantec pcAnywhere lets you remotely connect to another computer and perform your work as though you were sitting in front of that computer. You can view and edit files, run software, give presentations or demos, print files to a printer at your location, or access network resources that you have permission to access.

Components of Symantec pcAnywhere

A pcAnywhere installation consists of several main components, which are described in [Table 1-1](#).

Table 1-1 Main components of pcAnywhere

Name	Description
Symantec pcAnywhere	<p>The Symantec software solution that lets you access computers and servers remotely.</p> <p>You can choose from several installation options that range from the full version to scaled-down versions that contain only the functionality that you need.</p> <p>See “Choosing an installation option” on page 28.</p>
Host Administrator	<p>An administrator tool that lets you manage pcAnywhere hosts on your network.</p> <p>For more information, see the <i>Symantec pcAnywhere Administrator’s Guide</i>.</p>
Host Administrator Agent	<p>A component of the Host Administrator tool that provides the files required for remote management of a host computer using Distributed Component Object Model (DCOM) technology.</p>
Remote Access Perimeter Scanner	<p>An administrator tool that lets you scan your network for unsecured hosts.</p> <p>This tool is available only on the Corporate CD.</p> <p>For more information, see the <i>Symantec pcAnywhere Administrator’s Guide</i>.</p>
Symantec LiveUpdate™	<p>The Symantec technology that lets installed Symantec products connect to a Symantec server automatically for program and virus definitions updates.</p> <p>This ensures that you have the most current software updates that are associated with your version of pcAnywhere.</p>

Symantec tools

Symantec pcAnywhere provides the following additional Symantec tools to assist in using and administering pcAnywhere. Most of these tools are available on the installation CD in the Tools folder. Symantec Packager is a separate installation option on the main installation window.

[Table 1-2](#) describes the Symantec utilities that are available. These tools must be installed separately.

Table 1-2 Symantec utilities

Name	Description
OLE Automation APIs	<p>Provides APIs for writing custom programs to automate certain functions in pcAnywhere.</p> <p>For more information, see the <i>Symantec pcAnywhere OLE Automation Guide</i> on the installation CD.</p>
Policy Management snap-ins	<p>Provides the pcAnywhere administrative template (.adm) files needed to support centralized policy-based administration.</p> <p>For more information, see the <i>Symantec pcAnywhere Administrator's Guide</i>.</p>
Symantec LiveUpdate™ Administration Utility	<p>Lets administrators set up an intranet HTTP or FTP server or shared directory to handle all LiveUpdate operations for their network.</p> <p>For more information, see the <i>Symantec pcAnywhere Administrator's Guide</i>.</p>
Symantec Packager	<p>Lets you create, modify, and build custom installation packages that you distribute to target systems.</p> <p>For more information, see the <i>Symantec pcAnywhere Administrator's Guide</i>.</p>
Package Deployment Tool	<p>Lets you deploy custom installation packages to one or more Windows NT/2000/XP computers across your network.</p> <p>Use Symantec Packager to create custom installations of pcAnywhere.</p> <p>For more information, see the <i>Symantec pcAnywhere Administrator's Guide</i>.</p>

Table 1-2 Symantec utilities

Name	Description
Web Deployment Tool	<p>Provides the source files needed to implement Web-based deployment over a corporate intranet.</p> <p>Use Symantec Packager to create custom installations of pcAnywhere.</p> <p>For more information, see the <i>Symantec pcAnywhere Administrator's Guide</i>.</p>

Third-party tools

Symantec pcAnywhere provides third-party tools to assist in using and administering pcAnywhere. These tools are available on the installation CD in the Tools folder.

[Table 1-3](#) describes the third-party tools that are available. For more information about a tool, consult the documentation for that product. These tools must be installed separately.

Table 1-3 Third-party tools

Name	Description
Adobe® Acrobat® Reader®	Lets you view the pcAnywhere online PDF manuals.
Microsoft® Internet Explorer 5.5 Service Pack 2 (SP2)	Provides system files required to view the online Help and ensure proper function of other features in pcAnywhere.
Microsoft Management Console (MMC)	<p>Lets you run and manage administrator tools from a central location. Add the Host Administrator snap-in utility to MMC to remotely manage hosts on your network.</p> <p>For more information, see the <i>Symantec pcAnywhere Administrator's Guide</i>.</p>
Microsoft Systems Management Server (SMS)	<p>Provides the support files that are needed to integrate pcAnywhere with SMS.</p> <p>This tool is available only on the Corporate CD.</p> <p>For more information, see the <i>Symantec pcAnywhere Administrator's Guide</i>.</p>

Unsupported tools

Symantec pcAnywhere includes several unsupported tools, which are described in [Table 1-4](#). These tools are located in the Unsupported folder on the installation CD.

Table 1-4 Unsupported tools

Name	Description
ATF Converter	<p>Lets you convert AutoTransfer (.atf) files that were created in pcAnywhere 10.0 or later to command queue files.</p> <p>The Command Queue replaces the AutoTransfer feature that was provided in earlier versions of pcAnywhere.</p> <p>See “Automating file transfer and management tasks” on page 135.</p> <p>For more information about data migrations and upgrades, see the <i>Symantec pcAnywhere Administrator’s Guide</i>.</p>
DynIP Client™ for Windows	<p>Provides a six-month trial version of DynIP Client for Windows, which lets you register a personalized Internet name for your host computer that can be used by others to connect to it.</p> <p>For more information, see the DynIP Client for Windows white paper on the installation CD.</p>
pcAnywhere Express	<p>Lets you connect to another computer using any Internet browser that supports ActiveX controls.</p>
Symantec pcAnywhere 9.2.1	<p>Provides the pcAnywhere Gateways feature, which is no longer supported. Later versions of pcAnywhere might not be able to connect to pcAnywhere 9.2.1 hosts.</p> <p>For more information about managing external connections to a network without using the pcAnywhere Gateway, see the Gateway Solutions white paper on the installation CD.</p>

How Symantec pcAnywhere works

Symantec pcAnywhere uses remote control technology to let you connect to another computer or server and work as though you are sitting in front of it. If you connect to a host computer that is on a network, you can access any file or resource that the user who is logged on has permission to access.

Symantec pcAnywhere supports network connections over a local area network (LAN), wide area network (WAN), or the Internet, modem-to-modem connections, and direct cable connections using a serial or parallel port.

You must specify the information needed to make and support the connection. The computer that initiates the connection must be configured as a remote, and the computer to which the connection is made must be configured as a host.

See [“Allowing others to control your computer”](#) on page 47.

See [“Controlling another computer remotely”](#) on page 71.

Understanding the difference between a host and a remote

When two computers are connected using pcAnywhere, they function in a client/server relationship. The host computer, as the server, waits for connections from a remote computer and provides the requested services.

When you configure a host computer, you control who can connect to the host computer and what level of access the remote user should have. For example, you can restrict a remote user from restarting the host computer.

See [“Setting up a host computer”](#) on page 48.

The remote computer, as the client, connects to the host computer and specifies the actions that should be carried out. Although the actual work is performed on the host computer, anything that happens on the host computer screen is also displayed on the remote computer screen. This exchange between the remote and host computers is called a remote control session.

See [“Setting up a remote computer”](#) on page 72.

For faster performance, pcAnywhere lets you perform remote management and file transfer tasks without starting a full remote control session.

See [“About remote management and file transfer”](#) on page 20.

About remote control

When two computers are connected during a remote control session, the host computer handles all of the processing of the requests that are sent by the remote.

Only the input and output information (for example, keyboard, mouse, and video information) are transmitted between the computers. Because only minimal data needs to be transferred between the two computers, remote control results in faster performance than other forms of remote networking and minimizes the risk of losing data.

To further optimize performance, pcAnywhere lets you switch to remote management or file transfer mode. These modes suspend video transfer to allocate full resources to data transfer.

About remote management and file transfer

Symantec pcAnywhere lets you start a connection in remote management or file transfer mode to optimize performance. During a remote management session, pcAnywhere provides access to commonly used administrator tools (such as the Task Manager, Command Prompt, and Registry Editor). The remote management tools in pcAnywhere let you quickly troubleshoot and resolve problems on a host computer without the overhead of a full remote control session. A remote management session uses less bandwidth than a full remote control session because only the data needs to be transmitted between the host and remote computers.

See [“Supporting computers and servers remotely”](#) on page 103.

Starting a connection in file transfer mode is usually faster than transferring files during a remote control session because pcAnywhere gives full bandwidth to the file transfer.

See [“Transferring files and folders”](#) on page 121.

How connections are made

Connecting to another computer involves the following process:

- The host user configures a host connection item, specifying the login information for the remote user.
Connection items can be used for repeated connections.
See [“Allowing others to control your computer”](#) on page 47.
- The host user launches the connection item.
See [“Starting a host session”](#) on page 66.
- The remote user configures a remote connection item, providing the information needed to connect to the host computer, or uses Quick Connect to connect to a host computer with minimal configuration.
See [“Ways to connect to another computer remotely”](#) on page 40.

- The remote user selects a start mode, then starts the connection.
See [“Controlling another computer remotely”](#) on page 71.

Quick Deploy and Connect lets administrators configure and deploy a thin host over a network and remotely start a remote control session. You must have administrator rights on the computer to which you want to connect.

See [“Connecting to a computer that does not have a waiting host”](#) on page 98.

About connecting over the Internet

Symantec pcAnywhere lets you connect to a host computer over the Internet, provided that both the host and the remote computers have Internet access and the host computer has a public IP address.

Connecting to another computer over the Internet involves the following process:

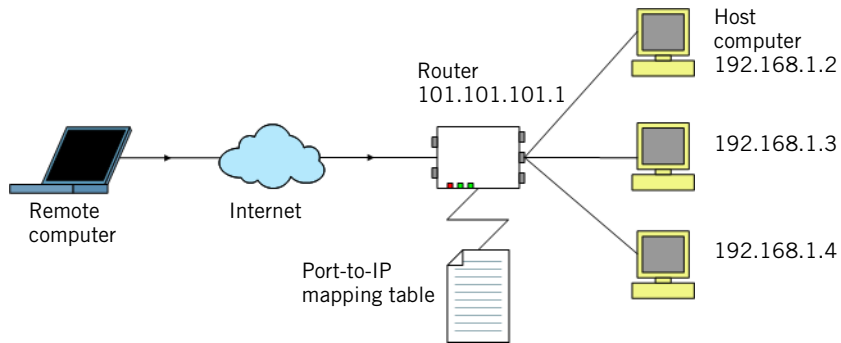
- The host user connects to the Internet, following the instructions provided by the Internet service provider (ISP).
- In pcAnywhere, the host user starts a host session that is configured for TCP/IP.
See [“Starting a host session”](#) on page 66.
- The remote user connects to the Internet, following the instructions provided by the ISP.
- In pcAnywhere, the remote user configures a TCP/IP connection, specifying the IP address of the host computer and the login information.
See [“Configuring a remote network connection”](#) on page 78.
- The remote user starts the pcAnywhere remote connection item.
See [“Starting a remote control session”](#) on page 86.

About Internet broadband connections

Connecting over the Internet to a home-based network that uses a broadband solution such as a cable modem or DSL can present some challenges. Many home-based broadband Internet solutions include a cable or DSL router, which lets multiple computers share a single Internet connection. The router uses Network Address Translation (NAT) technology to make this address sharing possible.

When you subscribe to a broadband service, your Internet service provider (ISP) assigns you a single IP address. In a sharing situation, this IP address is assigned to the router. The router, in turn, generates new IP addresses and assigns them to the individual computers that share the connection.

These router-assigned IP addresses are private and cannot be seen from the Internet. The only address that can be seen from the Internet is the IP address that is assigned to the router.



To support inbound connections from a pcAnywhere remote, you must configure the router to direct incoming data from the pcAnywhere ports to the router-assigned IP address of the host computer.

For pcAnywhere connections, you must map the following pcAnywhere port numbers to the private IP address of the host computer, which is assigned by the router:

- 5631 (data)
- 5632 (status)

This port mapping configuration is done in the administrator properties for the router, which is typically accessible through a Web browser. The location of the port mapping settings varies by router.

For more information, consult the documentation for your router.

About connecting from outside a firewall

For security reasons, an administrator might set up a firewall to restrict access to specific IP addresses. A firewall prevents computers that are outside the firewall from connecting to any IP address that is inside the firewall. Some corporate environments might also have security policies that restrict users from installing a modem phone line behind a firewall.

If the host computer is connected to a network that is behind a firewall, the remote user must have a way to connect to the network through a Remote Access

Service (RAS) or virtual private network (VPN). This information must be provided by an administrator.

Once the remote user connects to the corporate network using one of these trusted services, the remote computer becomes a node on the network and can use pcAnywhere to connect to the target computer using TCP/IP.

Connecting to a network host computer from outside a firewall involves the following process:

- Connect to the host site's network using the procedures provided by the administrator at the host site.
- In pcAnywhere, configure a TCP/IP network connection, specifying the IP address of the host computer to which you want to connect.
 See ["Configuring a remote network connection"](#) on page 78.
- Start the remote control session.
 See ["Starting a remote control session"](#) on page 86.

What you can do with Symantec pcAnywhere

Symantec pcAnywhere lets you connect to another computer to troubleshoot and resolve computer problems, support and maintain servers, transfer files, and work from a remote location.

Symantec pcAnywhere lets you set up your computer as a host so you can do the following:

- Remotely connect to it when working from a remote location
- Let someone in another location help you solve a computer problem
- Host presentations and demos over a conference connection

See ["Allowing others to control your computer"](#) on page 47.

Symantec pcAnywhere lets you take control of another computer so you can do the following:

- Help another user troubleshoot a computer problem
- Access software, email, or other resources on another computer
- Print files that are stored on another computer to a printer at your location

See ["Controlling another computer remotely"](#) on page 71.

Symantec pcAnywhere lets you access commonly used administrator tools directly from the pcAnywhere Session Manager so you can do the following:

- Connect to a remote server to troubleshoot problems and perform routine maintenance
- Troubleshoot and resolve computer problems quickly
- Monitor computer performance
- Remotely install and remove software
- Deploy software, patches, and upgrades

See [“Supporting computers and servers remotely”](#) on page 103.

The file transfer features in pcAnywhere let you do the following:

- Quickly access the files you need to stay productive
- Perform automatic end-of-day file transfers for audit and archive purposes
- Automatically distribute files and updates to multiple computers
- Exchange multimedia and other files that are too large to send by email

See [“Transferring files and folders”](#) on page 121.

See [“Automating file transfer and management tasks”](#) on page 135.

Where to find more information

Check the Symantec Web site and Knowledge Base for answers to frequently asked questions, troubleshooting tips, online tutorials, and the latest product information.

www.symantec.com/techsupp/

In addition to the online Help, the following documentation resources are available on the Symantec pcAnywhere CD:

- *Symantec pcAnywhere Administrator’s Guide*
- *Symantec pcAnywhere OLE Automation Guide*
- *Symantec pcAnywhere User’s Guide*
- Technical white papers

Note: Viewing the online manuals requires Acrobat Reader 5.1 or later.

Installing Symantec pcAnywhere

This chapter includes the following topics:

- [Preparing for installation](#)
- [Installing Symantec pcAnywhere](#)
- [Post-installation tasks](#)

Preparing for installation

Installation procedures might vary, depending on your work environment and which installation option you choose. This chapter focuses on installing the full version of Symantec pcAnywhere from the installation CD. If your administrator has provided a custom installation package, some of the topics discussed in this chapter might not apply to you. For more information, contact your administrator.

If you are an administrator and need assistance with creating, building, and deploying custom installation packages for network installations, see the *Symantec pcAnywhere Administrator's Guide* and the *Symantec Packager Implementation Guide* on the installation CD.

Before installing pcAnywhere, ensure that your computer meets the system requirements. Review the Readme file on the installation CD for any known issues.

Note: Installation of Symantec pcAnywhere is not supported on encrypted file systems.

System requirements

Symantec pcAnywhere runs on Windows 98/Me/NT/2000/XP and requires, at a minimum, the resources that are listed in [Table 2-1](#) to function properly.

Table 2-1 System requirements

Operating system	Requirements
Windows XP Home Edition/Professional	<ul style="list-style-type: none">■ Intel Pentium (or compatible) processor at 233 MHz or higher■ 64 MB of RAM (128 MB recommended)■ 32 MB of hard disk space■ VGA or higher resolution monitor■ CD-ROM or DVD-ROM drive
Windows 2000 Professional/Server	<ul style="list-style-type: none">■ Intel Pentium (or compatible) processor at 150 MHz or higher■ 64 MB of RAM■ 32 MB of hard disk space■ VGA or higher resolution monitor■ CD-ROM or DVD-ROM drive

Table 2-1 System requirements

Operating system	Requirements
Windows NT Workstation 4/NT Server 4	<ul style="list-style-type: none">■ Intel Pentium (or compatible) processor at 150 MHz or higher■ 64 MB of RAM■ 32 MB of hard disk space■ VGA or higher resolution monitor■ CD-ROM or DVD-ROM drive
Windows 98/Me	<ul style="list-style-type: none">■ Intel Pentium (or compatible) processor at 150 MHz or higher■ 64 MB of RAM■ 32 MB of hard disk space■ VGA or higher resolution monitor■ CD-ROM or DVD-ROM drive

To ensure proper functionality of some features, the following third-party programs are also required. These programs are located on the pcAnywhere installation CD in the Tools folder.

- Adobe Acrobat Reader 5.1 or later
- Internet Explorer 5.5 SP2 or later

User rights requirements

Users on Windows NT/2000/XP must have administrator rights to install pcAnywhere.

Windows XP restricts users who are assigned to the limited user or guest accounts from installing or uninstalling software, changing system-wide settings, or adding, editing, or deleting user accounts. For optimal performance, log on as a user with administrator rights when running pcAnywhere on Windows XP.

Determining whether you have administrator rights

Follow this procedure to determine whether you have administrator rights.

To determine whether you have administrator rights

- 1
- On the Windows taskbar, click **Start > Settings > Control Panel**.
- 2
- Do one of the following:

■

On Windows NT/2000, double-click **Users and Passwords**.

■

On Windows XP, double-click **User Accounts**.
- 3
- In the window that appears, on the **Users** tab, verify that your user name is assigned to the **Administrators** group.

For more information about adding or changing users, see the Windows documentation.

Choosing an installation option

Symantec pcAnywhere lets you install the full version of the product or select a custom installation package that contains only the functionality that you need. [Table 2-2](#) lists the installation options that are available.

Table 2-2 Installation options

Installation option	Description
Symantec pcAnywhere	<p>Installs the full version of pcAnywhere, including host, remote control, remote management, and file transfer features.</p> <p>On the Corporate CD, this installation also includes the Host Administrator tool and Remote Access Perimeter Scanner.</p> <p>On the retail CD, this installation also includes the Host Administrator tool.</p>
pcAnywhere for the individual	Installs the full version of pcAnywhere without the Host Administrator tool or Remote Access Perimeter Scanner.
Host Only Version	<p>Installs host server features, supporting network and modem connections.</p> <p>Select this option if you only want to receive connections or if you want to install pcAnywhere on two computers, where one computer is a host and the other is a remote.</p>

Table 2-2 Installation options

Installation option	Description
LAN Host Version	Installs host server features, supporting network connections only. Select this option if you only want to receive connections or if you want to install pcAnywhere on two computers, where one computer is a host and the other is a remote.
Remote Only Version	Installs the features needed to connect to a host computer for remote control, remote management, and file transfer. Does not include host server features. Select this option if you only want to initiate connections or if you want to install pcAnywhere on two computers, where one computer is a host and the other is a remote.
pcAnywhere Express	Lets you connect to another computer using any Internet browser that supports ActiveX controls. This installation option is unsupported.
pcAnywhere with DynIP	Installs a custom package that bundles the full version of pcAnywhere with a 6-month trial version of DynIP. This installation option is unsupported.

If you have a previous version installed

During the installation process pcAnywhere automatically scans for a previous version. If you are installing pcAnywhere on a computer that has pcAnywhere 9.2.1 or later, pcAnywhere confirms whether you want to preserve existing configuration data before installing over the previous version. How pcAnywhere handles the data conversion process depends on your operating system and the version of pcAnywhere that is installed.

If you are installing pcAnywhere on a computer that has a version of pcAnywhere earlier than 9.2.1, pcAnywhere prompts you to uninstall it. This removes all pre-existing configuration data. Configuration data from these versions cannot be converted or preserved.

For more information about planning a migration and upgrade strategy, see the *Symantec pcAnywhere Administrator's Guide*.

Installing Symantec pcAnywhere

During the installation process, you might be required to restart the computer. If so, after the computer restarts, you must log on again using the same user credentials to ensure proper functionality.

If you are installing a packaged version of pcAnywhere, installation procedures might vary. Use these installation procedures as a guideline.

Installing the full product version

The full product version includes host, remote control, remote management, and file transfer features. In the corporate version, this includes the Host Administrator tool and Remote Access Perimeter Scanner. In the retail version, this includes the Host Administrator tool.

To install the full product version

- 1 Insert the Symantec pcAnywhere CD into the CD-ROM drive.
- 2 In the pcAnywhere installation window, click **Symantec pcAnywhere**.
If the installation window does not appear automatically after you insert the pcAnywhere installation CD, manually run the setup program, then continue with the installation procedures.
See [“Running the setup program manually”](#) on page 32.
- 3 In the Welcome window, click **Next**.
- 4 Accept the terms of the license agreement, then click **Next**.
- 5 In the Customer Information window, type a user name.
- 6 Type an organization name.
- 7 Click **Next**.
- 8 In the Destination Folder window, do one of the following:
 - To install pcAnywhere in the default data directory, click **Next**.
 - To change the installation directory, click **Change**.
In the Change Current Destination Folder window, browse to the folder location in which you want to install pcAnywhere, then click **OK**. Then, in the Destination Folder window, click **Next**.

- 9 In the Custom Setup window, do one of the following:
 - To install pcAnywhere using the program default settings, click **Next**.
 - To customize the installation or install administrator tools, select the components that you want to include or exclude from the installation, then click **Next**.

You can modify the installation settings after installation.
See [“Modifying installation settings”](#) on page 33.
- 10 In the Ready to Install the Program window, select the programs that you want to place on the desktop as a shortcut.

The pcAnywhere program icon is placed on the desktop by default. If you do not want to create this shortcut on your desktop, clear the Symantec pcAnywhere check box.
- 11 Click **Install**.

Follow the on-screen instructions for the type of installation that you have selected. When the installation is complete, click **Finish**.
If your computer requires updates to system files, you will be prompted to restart your computer. This step is necessary to ensure proper functionality.

Installing a custom version

Symantec pcAnywhere lets you install a custom installation package that contains only the functionality that you need. Use these installation procedures as a guideline. Installation procedures might vary, depending on the type of installation. If you are installing an unsupported package, follow the on-screen instructions for installation.

To install a custom version

- 1 Insert the Symantec pcAnywhere CD into the CD-ROM drive.
- 2 In the pcAnywhere installation window, click **Symantec pcAnywhere Custom Installs**.

If the installation window does not appear automatically after you insert the pcAnywhere installation CD, manually run the setup program, then continue with the installation procedures.
See [“Running the setup program manually”](#) on page 32.
- 3 In the installation options window, select the type of installation that you want to perform.
See [“Choosing an installation option”](#) on page 28.
- 4 In the Welcome window, click **Next**.

- 5 Accept the terms of the license agreement, then click **Next**.
- 6 In the Customer Information window, type a user name.
- 7 Type an organization name.
- 8 Click **Next**.
- 9 In the Destination Folder window, do one of the following:
 - To install pcAnywhere in the default data directory, click **Next**.
 - To change the installation directory, click **Change**.
 In the Change Current Destination Folder window, browse to the folder location in which you want to install pcAnywhere, then click **OK**. Then, in the Destination Folder window, click **Next**.
- 10 In the Ready to Install the Program window, select the programs that you want to place on the desktop as a shortcut.
 The pcAnywhere program icon is placed on the desktop by default. If you do not want to create this shortcut on your desktop, clear the Symantec pcAnywhere check box.
- 11 Click **Install**.
 Follow the on-screen instructions for the type of installation that you have selected. When the installation is complete, click **Finish**.
 If your computer requires updates to system files, you will be prompted to restart your computer. This step is necessary to ensure proper functionality.

Running the setup program manually

Perform this procedure if the installation window does not appear automatically after you insert the Symantec pcAnywhere installation CD.

To run the setup program manually

- 1 Insert the Symantec pcAnywhere CD into the CD-ROM drive.
- 2 On the Windows taskbar, click **Start > Run**.
- 3 Type <CD-ROM drive letter>:\setup.exe
 For example:
 D:\setup.exe
- 4 Click **OK**.
- 5 Install pcAnywhere.
 See [“To install a custom version”](#) on page 31.

Post-installation tasks

After you install pcAnywhere, you can modify certain installation settings or perform a task that you might have skipped during the installation process.

Symantec pcAnywhere supports the following post-installation tasks:

- [Modifying installation settings](#)
- [Updating Symantec pcAnywhere](#)
- [Uninstalling Symantec pcAnywhere](#)

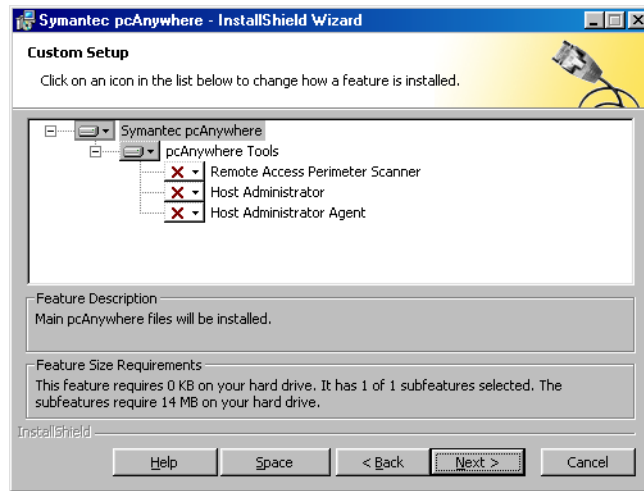
Modifying installation settings

Symantec pcAnywhere lets you add, modify, or remove certain feature components after installation. To do this, use the Add/Remove option in Windows.

To modify installation settings

- 1 On the Windows taskbar, click **Start > Settings > Control Panel**.
- 2 In the Control Panel window, double-click **Add/Remove Programs**.
- 3 In the Add/Remove Programs window, click **Symantec pcAnywhere**.
- 4 Click **Change**.
- 5 In the Modify or Remove Symantec pcAnywhere window, click **Next**.
- 6 In the Program Maintenance window, click **Modify**.

7 Click **Next**.



8 In the Custom Setup window, click the down arrow next to the component that you want to modify, then select the installation option that you want to use.

9 Click **Next**.

10 If you are installing a component, in the Ready to Modify the Program window, select the program shortcuts that you want to place on the desktop.

11 Click **Install**.

Follow the on-screen instructions for the type of installation that you have selected. When the installation is complete, click **Finish**.

Updating Symantec pcAnywhere

You can receive software updates associated with your version of pcAnywhere by connecting to the Symantec LiveUpdate server and selecting the updates that you want to install.

To update Symantec pcAnywhere

- 1 On the Windows taskbar, click **Start > Programs > Symantec pcAnywhere**.
- 2 In the pcAnywhere Manager window, click **Help > LiveUpdate**.
- 3 Follow the on-screen instructions.

Uninstalling Symantec pcAnywhere

You can uninstall pcAnywhere using the Add/Remove Programs option in Windows. Once the removal process begins, you cannot cancel the action.

To uninstall Symantec pcAnywhere

- 1** On the Windows taskbar, click **Start > Settings > Control Panel**.
- 2** In the Control Panel window, double-click **Add/Remove Programs**.
- 3** In the Add/Remove Programs window, click **Symantec pcAnywhere**.
- 4** Do one of the following:
 - On Windows 98/Me, click **Add/Remove**.
 - On Windows NT/2000/XP, click **Remove**.
- 5** In the Symantec pcAnywhere Setup window, click **Next**.
- 6** In the Program Maintenance dialog box, click **Remove**.
- 7** Click **Next**.
- 8** In the Remove the Program dialog box, click **Remove**.
- 9** Click **Finish** to exit the wizard.

Restart your computer if prompted to do so. This step is necessary to ensure that all components are removed properly.

Symantec pcAnywhere QuickStart

This chapter includes the following topics:

- [Starting Symantec pcAnywhere](#)
- [Registering Symantec pcAnywhere](#)
- [About pcAnywhere Manager](#)
- [What you need to know before you connect](#)
- [Ways to connect to another computer remotely](#)
- [Choosing the start mode for a remote session](#)
- [About the Session Manager](#)
- [Improving performance](#)
- [Viewing or modifying pcAnywhere preferences](#)

Starting Symantec pcAnywhere

Symantec pcAnywhere is installed in the Windows Program Files folder by default. During installation, pcAnywhere optionally lets you place a program icon on the Windows desktop from which you can open the program. You can also open pcAnywhere from the Windows Start menu.

To start Symantec pcAnywhere

- ◆ Do one of the following:
 - On the Windows desktop, double-click **Symantec pcAnywhere**.
 - On the Windows taskbar, click **Start > Programs > Symantec pcAnywhere**.
- Symantec pcAnywhere opens, displaying the pcAnywhere Manager window.

Registering Symantec pcAnywhere

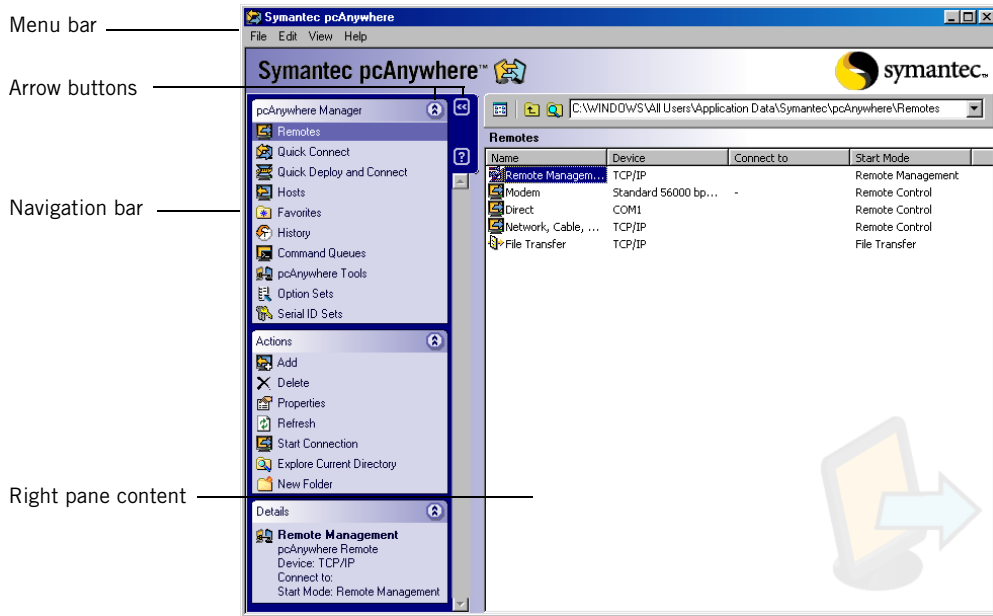
Register your copy of pcAnywhere to receive future product announcements and other notices and updates. If you skip the online registration during installation, pcAnywhere prompts you to register the product the first time you start the product.

About pcAnywhere Manager

pcAnywhere Manager is the main window for pcAnywhere. From pcAnywhere Manager, you can manage your connection items, start a session, access pcAnywhere tools, and customize preferences.

[Figure 3-1](#) shows the pcAnywhere Manager window.

Figure 3-1 pcAnywhere Manager window



The navigation bar on the left of the window lets you access pcAnywhere session options, configuration files, and tools. Use the arrow buttons to expand and collapse the navigation bar.

When you select an option under pcAnywhere Manager, the Actions box in the middle displays the options that are available for that selection.

The right pane displays content that is specific to the option that you have selected on the navigation bar.

What you need to know before you connect

Before you can connect to another computer using pcAnywhere, you must provide the information needed to find the computer, establish a connection, and log on.

This information varies by connection type and might include the following:

- Network connections: Network adapter address, such as an IP address
- Modem and ISDN connections: Dialing information, such as a modem number
- Direct connections: COM or LPT port number

Symantec pcAnywhere requires a user name and password for all sessions. The host user must set up a caller account and provide you with these logon credentials. If the host computer is running Windows NT/2000/XP, the operating system might also prompt you for computer logon credentials.

Symantec pcAnywhere lets you save this configuration information in a connection item file to use again later. These files appear as icons in the pcAnywhere Manager window.

Ways to connect to another computer remotely

Symantec pcAnywhere lets you connect to a host computer in the following ways:

- **Quick Connect:** Specify the computer name, IP address, or modem phone number of the host computer as well as the logon information.
If you are connecting to another computer over a LAN, pcAnywhere automatically searches your subnet for available hosts and lists them by computer name.
See [“Connecting to another computer using Quick Connect”](#) on page 88.
- **Preconfigured connections:** Use one of the default remote connection items, which are preconfigured with optimized security and performance settings for modem, direct, or network connections.
Symantec pcAnywhere lets you further customize the connection items and save configuration settings.
See [“Setting up a remote computer”](#) on page 72.
- **User-defined connections:** Create a custom remote connection item, selecting the connection and security settings that you want to use.
Symantec pcAnywhere saves these settings in a remote connection item file (.chf), which is listed in the pcAnywhere Manager window under Remotes.
See [“Setting up a remote computer”](#) on page 72.
Symantec pcAnywhere provides a Remote Setup Wizard to assist you in configuring connections.
See [“Configuring a remote connection using the Remote Setup Wizard”](#) on page 73.
- **Favorites:** Add the connection items that you use most frequently to the Favorites window for quick access.

- **History:** Reconnect to a host computer to which you have recently connected.
Symantec pcAnywhere automatically maintains a history of your most recent connections.
- **Quick Deploy and Connect:** Connect to a computer on your network that does not have a pcAnywhere host running. This feature supports remote control connections only.
See [“Connecting to a computer that does not have a waiting host”](#) on page 98.

Choosing the start mode for a remote session

Symantec pcAnywhere lets you start a connection in one of the following modes:

- **Remote control:** Lets you control a host computer remotely and work as though you are sitting in front of it.
See [“Controlling another computer remotely”](#) on page 71.
- **Remote management:** Lets you remotely administer a host computer using common administrator tools that are provided within the pcAnywhere Session Manager.
See [“Supporting computers and servers remotely”](#) on page 103.
- **File transfer:** Lets you transfer files between a host and remote computer using a two-pane window that functions like Windows Explorer.
See [“Transferring files and folders”](#) on page 121.

Symantec pcAnywhere also lets you configure the start mode in a remote connection item. If you do not select a start mode, pcAnywhere defaults to remote control mode. You can switch to a different mode at any time during a connection.

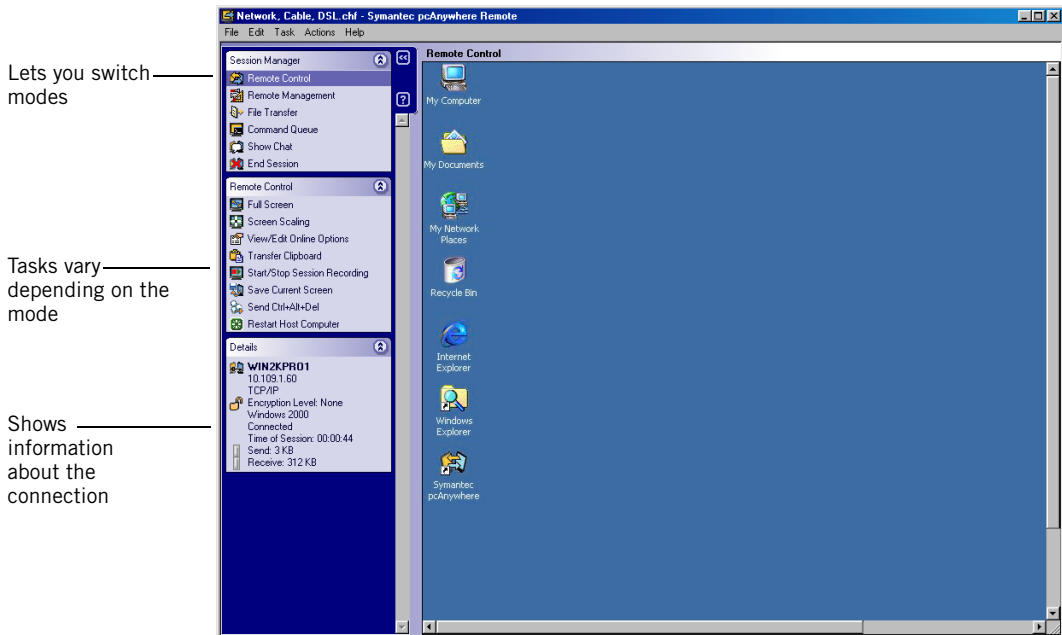
Quick Deploy and Connect supports remote control connections only.

About the Session Manager

Once you have established a connection and logged on to the host computer, the Session Manager window appears on your computer screen. The Session Manager lets you switch session modes and perform remote control, remote management, and file transfer tasks. The tasks that are displayed in the middle of the Session Manager window navigation bar are only available during a session.

[Figure 3-2](#) shows the Session Manager window during a remote control session.

Figure 3-2 Session Manager window during a remote control session



Improving performance

Even with the advances in remote control technology, controlling another computer over a communications device poses many performance challenges. During a remote control session, you control the host computer as though you are sitting in front of it. Everything from the desktop wallpaper on the host computer to the movement of your cursor must be transmitted back and forth.

Although pcAnywhere is designed to optimize performance, there are a number of factors that you can control to boost performance.

Issues that affect performance

The two biggest factors in performance are the speed and graphics overhead. The more data that needs to be transferred between the computers—especially graphics data—the slower the performance.

Some security settings, such as data encryption, can also affect performance. When configuring a connection, you must balance the need for high performance with the need to protect your data.

For more information about the trade-offs between performance and security, see [“Understanding the performance trade-offs”](#) on page 169.

Improving connection speed

Ensure that you are using the fastest type of connection possible. If you are using a modem, you should use the fastest connection that your modem and telephone line can support.

Minimizing graphics overhead

In the Windows operating system, everything you see on your computer screen, from a status bar to a menu, is a graphical user interface. This information is transmitted to the remote computer over the connection device. The more graphics that are displayed on the host computer, the more information that must be sent to the remote computer, which slows performance.

There are several ways to minimize this graphics overhead:

- For low-bandwidth connections (for example, modems), select the Optimized for low bandwidth option when you configure the host properties in pcAnywhere.
- Turn off status bars in applications and on the Windows system tray, including modem lights.
- Minimize dialog boxes that you aren't using and use smaller windows.
- Reduce the desktop resolution and number of colors on the display.
- Hide the Windows taskbar on the host.
- Disable wallpaper, backgrounds, and screen savers on the host.
- Disable the Windows Active Desktop feature on the host.
- Turn off full window dragging capability on the host to avoid transmitting each pixel of movement as you drag a window across the computer screen.

Working more efficiently

When performing tasks during a remote control session, there are several ways to improve performance:

- Avoid using animation.
- Use the Page Up and Page Down keys to scroll through documents.
- Disable the scroll wheel on your mouse.

- Avoid performing remote control tasks when transferring files.
- Use toolbars instead of the menu to perform tasks.

Starting the Optimization Wizard

If you notice problems with performance or want to know what the optimum settings are, pcAnywhere includes an Optimization Wizard to walk you through the performance settings. The settings only take effect when you make a connection.

To start the Optimization Wizard

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **pcAnywhere Tools**.
- 2 In the right pane, under pcAnywhere Tools, double-click **Optimization Wizard**.
- 3 In the Introduction window, click **Next**.
- 4 In the ColorScale window, if you are using a low-bandwidth connection (for example, a modem), set the color level for the remote computer screen.
Lowering the number of colors that are displayed increases performance. The default setting is 256 colors. If a sharper display is more important to you than color, use the 4 colors setting. This setting changes the color to gray scale, but provides sharper resolution.
- 5 Click **Next**.
- 6 In the Resolution Synching window, check **Reduce host desktop area to match remote**.
This option works best if the display resolution on the remote computer is set to a lower level. When you choose this option, pcAnywhere synchronizes the resolution settings on the host computer to match the settings on the remote computer during the session. After you end the session, the default host settings are restored.
- 7 Click **Next**.
- 8 In the Desktop Optimization window, select any of the following:
 - Disable host's Active Desktop: Turns off the Windows Active Desktop feature on the host computer.
 - Optimize desktop for remote control: Turns off the screen saver, desktop wallpaper, and power management options on the host computer.

- 9 Click **Next**.
- 10 Read through the rest of the windows in the wizard for more information on performance issues.
When you are finished, a summary of your selections appears.
- 11 In the Summary window, click **Finish**.

Changing performance settings

Screen resolution and color level have a direct impact on performance. Another factor is cache file size. pcAnywhere stores data in a cache file to avoid resending the same data over the connection, thus improving performance. The size of the cache file depends on available disk space. pcAnywhere never uses more than 50 percent of available disk space for a cache file.

If you connect to multiple hosts at the same time, consider reducing the cache file size to ensure that there is sufficient cache file space for each host session.

For more information, see [“Connecting to multiple hosts”](#) on page 92.

To change performance settings

- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the Remote Operation tab, select the cache file size that you want to use.

Viewing or modifying pcAnywhere preferences

Symantec pcAnywhere lets you manage the default preferences for host and remote connections, file transfer, logging, and other functions to improve performance, enhance security, or manage connections. These options apply globally to all sessions, unless you override them during a session.

Some of the preferences are intended for administrators and other advanced users. Depending on your computing environment, your administrator might restrict you from modifying some settings.

Symantec pcAnywhere groups these program settings by tabs. [Table 3-1](#) explains where to find the settings that you need.

Table 3-1 pcAnywhere preferences

Tab	Description
Host Operation	Controls basic host operations, such as host name and record settings.
Remote Operation	Controls performance and display settings for remote sessions.
Host Communications	Contains customization options for modem and network connections on the host.
Remote Communications	Contains customization options for modem and network connections on the remote.
Session Manager	Controls basic session options, such as the background color for the unusable part of the remote desktop, and lets you view or edit the command prompt exclusion list.
File Transfer	Controls file transfer settings.
Event Logging	Enables logging of events that occur during pcAnywhere sessions.
Directory Services	Controls settings for using a directory service to find hosts.
Remote Printing	Contains settings for configuring remote printing.
Encryption	Specifies certificate information required for public-key encryption.

To view or modify pcAnywhere preferences

- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, click the left and right arrows to scroll through the list of tabs.
- 3 When you are finished, click **OK**.

Administrators and users who frequently need to change global settings to accommodate unique configuration requirements can create option sets that contain the settings they need.

For more information, see the *Symantec pcAnywhere Administrator's Guide*.

Allowing others to control your computer

This chapter includes the following topics:

- [Managing host connections](#)
- [Setting up a host computer](#)
- [Starting a host session](#)
- [What you can do during a host session](#)
- [Letting multiple remote users hold a conference](#)
- [Ending a host session](#)

Managing host connections

As a host, you let authorized remote users connect to your computer and take control of it. The remote user sees your computer screen and can open files or programs that you have given the user permission to access.

Before remote users can connect to your computer, you must set up your computer to allow the connections. You must specify the connection type, what method to use to ensure that remote users have permission to access your computer, and other session options. This information is stored in a host connection item file (.bhf), which appears as an icon in the pcAnywhere Manager window. Host configuration items are stored in the Symantec pcAnywhere default data directory.

Adding a host connection item to Favorites

Symantec pcAnywhere lets you manage the connection items that you use most frequently by adding them to the Favorites window. This window supports folder management to organize your connections.

To add a host connection item to Favorites

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, right-click a connection item in the list, then click **Add to Favorites**.

Setting up a host computer

Symantec pcAnywhere lets you set up a host computer by modifying an existing connection item or creating a new one. Symantec pcAnywhere provides the following default connection items, which are preconfigured to optimize security and performance:

- Modem
- Direct
- Network, Cable, DSL

Symantec pcAnywhere lets you configure new connection items using the following:

- The Host Setup Wizard
 See [“Configuring a host using the Host Setup Wizard”](#) on page 50.
- Advanced properties
 See [“Configuring a host using advanced properties”](#) on page 55.

Symantec pcAnywhere requires a user name and password for all host sessions. You supply this information in the host connection item. After you supply this information, it is added to all of the host connection item files that are stored in the pcAnywhere default data directory.

See [“Choosing an authentication type”](#) on page 156.

The configuration settings for a host connection item are grouped by tabs. [Table 4-1](#) explains where to find the settings that you need.

Table 4-1 Overview of host settings

Tab	Description	Reference
Connection Info	Lets you select the connection device for the session and select the performance optimization setting for low-bandwidth or high-bandwidth connections. A host can wait for a connection on two separate devices.	See “Setting up a host computer” on page 48.
Settings	Lets you select the host startup and end of session options.	See “Setting the host startup options” on page 62.
Callers	Lets you set up logon accounts for individuals or user groups and specify which level of access the user should have.	See “Choosing an authentication type” on page 156 and “Configuring caller rights” on page 163.
Security Options	Lets you set security options for connections and logons and data encryption levels.	See “Securing your computer and sessions” on page 155 and “Monitoring and recording sessions” on page 181.

Table 4-1 Overview of host settings

Tab	Description	Reference
Conference	Lets you set up a conference so that multiple remote users can log on to the host.	See “ Letting multiple remote users hold a conference ” on page 68.
Protect Item	Lets you protect the connection item with a password.	See “ Protecting configuration settings ” on page 174.

Specifying a host name

Symantec pcAnywhere uses the Windows computer name or IP address as the default host name. This is the name that appears in the host list when a remote user searches for a host computer. Symantec pcAnywhere lets you specify a custom name, although this is not recommended if your computer is attached to a network. Your administrator might determine this setting for you.

To specify a host name

- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the Host Operation tab, select one of the following:
 - **User defined:** Lets you specify a new name for the host computer. In the text box, type a host name.
 - **Windows computer name:** Uses the Windows computer name or IP address that is assigned to the host computer. Symantec pcAnywhere uses this setting by default.
- 3 Click **OK**.

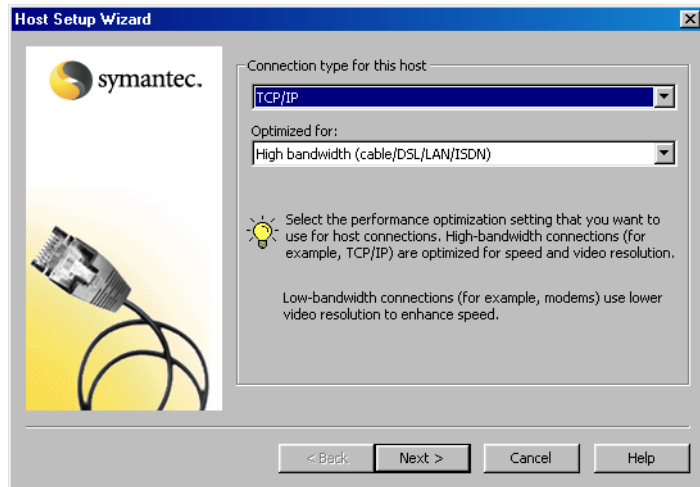
Configuring a host using the Host Setup Wizard

The Host Setup Wizard simplifies the process of setting up a host computer so that other users can connect to it. Symantec pcAnywhere offers some advanced configuration options, such as public key encryption, that are not available in the wizard.

After you finish the Host Setup Wizard, the new host connection item is placed in the Hosts window where you can edit its properties.

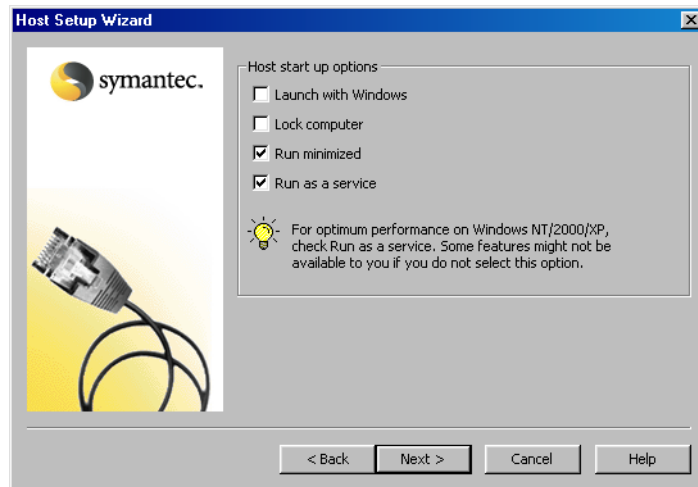
To configure a host using the Host Setup Wizard

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 On the File menu, click **New > Item > Use Wizard**.



- 3 In the Host Setup Wizard window, select a connection type.
 See [“Selecting a host connection device”](#) on page 55.
- 4 To increase performance for low-bandwidth connections (for example, modems), under **Optimized for**, click **Low bandwidth**.
 This option lowers the video resolution on the host screen to optimize speed. The default setting is **High bandwidth**, which optimizes the connection for speed and video resolution.

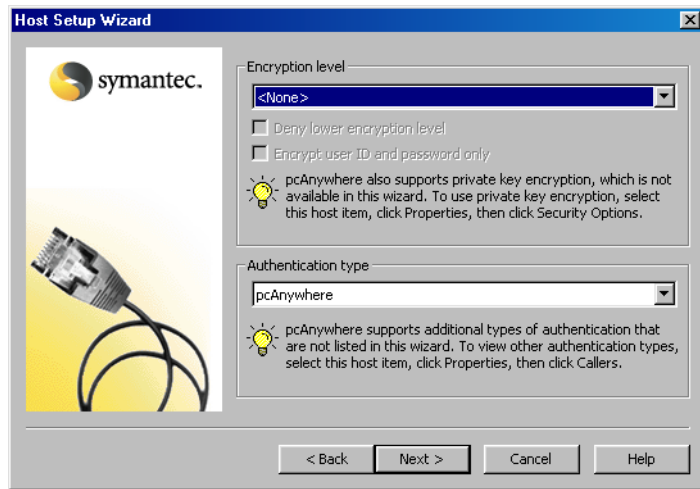
5 Click Next.



6 Under Host start up options, select any of the following:

- **Launch with Windows:** Automatically starts the host session when the host computer is started.
- **Lock computer:** On Windows NT/2000/XP, prevents unauthorized users from accessing the host computer.
On Windows 98/Me, starts the Windows screen saver, if one is configured on the host computer. Protect the screen saver with a password to prevent unauthorized users from accessing the computer.
- **Run minimized:** Hides the status dialog box.
A host icon appears in the system tray when the host is waiting for a connection.
- **Run as a service:** Recommended for Windows NT/2000/XP for optimum performance.

7 Click Next.



8 To encrypt the data stream between the host and remote computers, under Encryption level, select one of the following:

- **pcAnywhere encoding:** Scrambles the data using a mathematical algorithm so that it cannot be easily interpreted by a third party. This option is available on any operating system that pcAnywhere supports.
- **Symmetric:** Encodes and decodes data using a cryptographic key. This option is available on any operating system that supports the Microsoft CryptoAPI, such as Windows NT/2000/XP. For Windows 98/Me, you can obtain the CryptoAPI by installing Microsoft Internet Explorer 5.5 or later.

Symantec pcAnywhere also supports public key encryption. This is an advanced configuration option that is not available in this wizard.

See [“Configuring pcAnywhere to use public-key encryption”](#) on page 171.

9 For additional security, if you selected an encryption option, check **Deny lower encryption level**.

This option prevents connections from other computers that use a lower level of encryption or no encryption.

- 10** To optimize performance, if you selected Symmetric encryption, check **Encrypt user ID and password only**.

This option encrypts only the authentication process between the host and remote computers. This improves performance, but is less secure than encrypting the entire session.

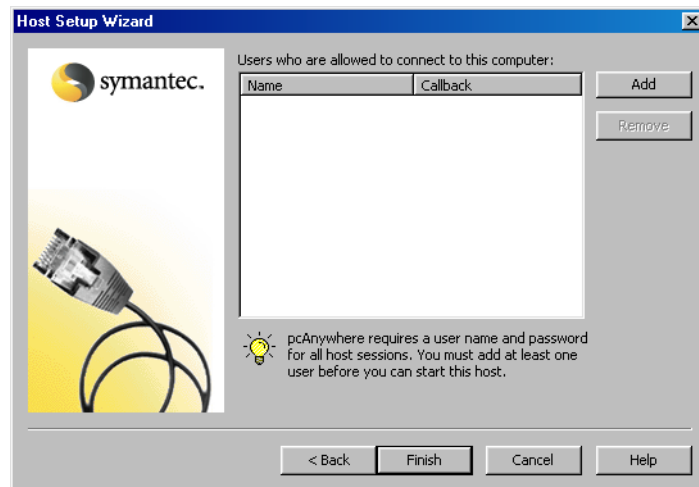
- 11** Under Authentication type, select one of the following:

- **pcAnywhere:** Validates a user by checking the list of users and passwords that are maintained on the host computer.
Use this method for non-network connections or if your environment does not support the other authentication methods. This method of authentication is the least secure.
- **NT:** Available only on Windows NT/2000/XP. Validates a user or group by checking a workstation or domain user list.
- **ADS (Active Directory Services):** Available only on Windows 2000/XP. Validates a user or group by checking a list that is stored in an Active Directory Service.

Symantec pcAnywhere supports other authentication methods that are not included in this wizard.

See [“Choosing an authentication type”](#) on page 156.

- 12** Click Next.



- 13** To add a list of users who are allowed to connect to the host, click **Add**.
Symantec pcAnywhere requires a user name and password for all host sessions. When you click Add, pcAnywhere prompts you for information based on the authentication method that you specified earlier.
See [“Choosing an authentication type”](#) on page 156.
- 14** Click **Finish**.
The host item is added to Hosts window.

Configuring a host using advanced properties

For more control over your connections, use the Advanced option to create new host connection items. Advanced properties provide access to all available host configuration options. This includes options that are not available in the Host Setup Wizard, such as two-factor authentication and public key encryption.

When creating a host connection item using advanced properties, you must do the following:

- Specify the connection device that the host computer uses
See [“Selecting a host connection device”](#) on page 55.
- Specify host startup and end of session options
See [“Setting the host startup options”](#) on page 62.
See [“Setting end of session options”](#) on page 63.
- Configure at least one caller account
See [“Choosing an authentication type”](#) on page 156.

Selecting a host connection device

A connection device is the interface that handles communications between the host and remote computers. A host computer can wait for a connection from two devices. For example, you can set up your office computer to wait for a network connection from other coworkers or a direct connection from your laptop computer. A host can accept only one connection at a time. After establishing a connection on one device, the other device is not available until the session ends.

Table 4-2 provides information to assist you in selecting a connection device.

Table 4-2 Connection device

Hardware device	Connection device
Modem that supports the Microsoft Telephony API (TAPI)	Modem name See “Configuring a host modem connection” on page 58.
ISDN (North America)	ISDN device name See “Configuring an ISDN connection” on page 60.
ISDN (Europe)	ISDN via CAPI See “Configuring an ISDN connection” on page 60.
Network adaptor card installed on a networked computer or server on a LAN or WAN	For most network connections, select TCP/IP. Symantec pcAnywhere also supports NetBIOS and SPX protocols. See “Configuring a host network connection” on page 57.
Cable modem	TCP/IP See “Configuring cable modem connections” on page 58.
DSL or ADSL	TCP/IP See “Configuring DSL or ADSL connections” on page 58.
Null parallel cable connected to the host and remote computers (for example, a laptop and office computer)	An available LPT port Symantec pcAnywhere supports parallel connections on Windows 98/Me only. See “Configuring a direct connection to the host” on page 61.
Null serial cable connected to the host and remote computers (for example, a laptop and office computer)	An available COM port Symantec pcAnywhere supports serial connections on Windows 9x/Me/NT/2000/XP. See “Configuring a direct connection to the host” on page 61.

Table 4-2 Connection device

Hardware device	Connection device
Infrared device	<p>Infrared</p> <p>This option appears in the connection list only if a Microsoft-compatible device is installed and properly configured on your computer.</p> <p>For more information, see the documentation for your operating system.</p>

Configuring a host network connection

Symantec pcAnywhere supports network connections over a LAN, WAN, or the Internet using TCP/IP, NetBIOS, and SPX. For most network connections, use TCP/IP. NetBIOS is another commonly used network protocol that is used mostly for file and print sharing services. SPX is a Novell NetWare protocol.

Symantec pcAnywhere requires a user name and password for all host sessions. To connect, the remote user must know the user name and password as well as the IP address of the host computer.

If the host computer is connected to a network that is behind a firewall, the remote user must have a way to connect to the network through a Remote Access Service (RAS) or virtual private network (VPN). This information must be provided by an administrator.

To configure a host network connection

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, do one of the following:
 - To configure an existing connection item, right-click the item, then click **Properties**.
 - To create a new connection item, on the File menu, click **New > Item > Advanced**.
- 3 In the Host Properties window, on the Connection Info tab, select one of the following:
 - TCP/IP
 - NetBIOS
 - SPX

- 4 Under Optimized for, click **High bandwidth**.
This option optimizes the connection for speed and video resolution. The Low bandwidth option lowers the video resolution on the host screen to optimize speed.
- 5 On the Settings tab, select the host startup and end of session options that you want to use.
See [“Setting the host startup options”](#) on page 62.
See [“Setting end of session options”](#) on page 63.
- 6 On the Callers tab, configure a user name and password for users who can connect to the host.
See [“Choosing an authentication type”](#) on page 156.
- 7 Click **OK**.

Configuring cable modem connections

Unlike traditional modems, which convert analog and digital signals to exchange data over a telephone line, cable modems use Internet protocols to transmit data over a cable television line. Because cable modems use TCP/IP to transmit data, cable modem connections must be configured as TCP/IP network connections.

The default Network, Cable, DSL connection item in the pcAnywhere Manager window is configured for TCP/IP.

See [“Configuring a host network connection”](#) on page 57.

Configuring DSL or ADSL connections

Digital subscriber lines, such as ADSL or DSL, are high-speed Internet connections offered by an Internet service provider (ISP). Your computer operates as though it is connected to a network and is assigned an IP address. DSL and ADSL connections must be configured as TCP/IP network connections.

The default Network, Cable, DSL connection item in the pcAnywhere Manager window is configured for TCP/IP.

See [“Configuring a host network connection”](#) on page 57.

Configuring a host modem connection

Symantec pcAnywhere supports modem-to-modem connections using a modem that supports the Microsoft Telephony API (TAPI). If a modem is installed and properly configured on your computer, pcAnywhere automatically detects it and adds it to the connection device list.

Symantec pcAnywhere requires a user name and password for all host sessions. To connect, the remote user must know the user name and password as well as the telephone number of the host modem.

To configure a host modem connection

- 1** In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2** In the right pane, under Hosts, do one of the following:
 - To edit an existing connection item, right-click the item, then click **Properties**.
 - To create a new connection item, on the File menu, click **New > Item > Advanced**.
- 3** In the Host Properties window, on the Connection Info tab, select the name of your modem.
- 4** Under Optimized for, click **Low bandwidth**.

This option lowers the video resolution on the host screen to optimize speed. The default setting is High bandwidth, which optimizes the connection for speed and video resolution.
- 5** On the Settings tab, select the host startup and end of session options that you want to use.

See [“Setting the host startup options”](#) on page 62.

See [“Setting end of session options”](#) on page 63.
- 6** On the Callers tab, configure a user name and password for users who can connect to the host.

See [“Choosing an authentication type”](#) on page 156.
- 7** Click **OK**.

Changing the number of rings for incoming modem connections

If a modem is installed and configured properly on the operating system, host users can customize the dial-up properties, specifying on what ring to answer an incoming call. By default, pcAnywhere answers on the third ring to support modems that use call waiting. Change this setting only if you are experiencing problems with your modem connection. Lower the number of rings only if your modem does not have call waiting.

To change the number of rings for incoming modem connections

- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the Host Communications tab, under Dial-up properties, select the number of times the connection rings before the host answers the incoming call.
- 3 Click **OK**.

Configuring an ISDN connection

Integrated Services Digital Networks (ISDNs) are digital telephone services that can transmit digital and voice data at much faster speeds than traditional modems. The configuration for an ISDN device is similar to that of a modem.

Symantec pcAnywhere supports ISDN only in North America and Europe. If an ISDN device is installed and configured properly on your computer, pcAnywhere automatically detects it and adds it to the connection device list. Choose this device only if you are using ISDN in North America. If you are using ISDN in Europe, you must select ISDN via CAPI.

Symantec pcAnywhere requires a user name and password for all host sessions. To connect, the remote user must know the user name and password as well as the phone number assigned to the host ISDN device.

To configure an ISDN connection

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, do one of the following:
 - To edit an existing connection item, right-click the item, then click **Properties**.
 - To create a new connection item, on the File menu, click **New > Item > Advanced**.
- 3 In the Host Properties window, on the Connection Info tab, do one of the following:
 - For North American ISDN, select the name of your ISDN device.
 - For European ISDN, select ISDN via CAPI.See [“Customizing European ISDN connections”](#) on page 200.

- 4 If your connection type uses low bandwidth, under Optimized for, click **Low bandwidth**.
 This option lowers the video resolution on the host screen to optimize speed. The default setting is High bandwidth, which optimizes the connection for speed and video resolution.
- 5 On the Settings tab, select the host startup and end of session options that you want to use.
 See [“Setting the host startup options”](#) on page 62.
 See [“Setting end of session options”](#) on page 63.
- 6 On the Callers tab, configure a user name and password for users who can connect to the host.
 See [“Choosing an authentication type”](#) on page 156.
- 7 Click OK.

Configuring a direct connection to the host

If the host and remote computers are nearby, you can connect the two computers directly, using a null cable. A direct connection is typically faster than a modem connection, especially if you want to transfer large files.

Direct connections require either a parallel (LPT) or a serial (COM) port and a null parallel or null serial cable. The port and cable that you use depend on your operating system. Windows NT/2000/XP supports only serial connections. Windows 98/Me supports parallel and serial connections. If your operating system supports it, you should use a parallel port because parallel connections are faster and more efficient than serial connections.

For more information about finding an available port on your computer, consult your Windows documentation.

Symantec pcAnywhere requires a user name and password for all host sessions.

To configure a direct connection to the host

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, do one of the following:
 - To configure an existing connection item, right-click the item, then click **Properties**.
 - To create a new connection item, on the File menu, click **New > Item > Advanced**.

- 3 In the Host Properties window, on the Connection Info tab, select an available port as follows:
 - In Windows 98/Me, select either an LPT parallel port or a COM serial port.
 - In Windows NT/2000/XP, select a COM port.
- 4 If your connection type uses low bandwidth, under Optimized for, click **Low bandwidth**.

This option lowers the video resolution on the host screen to optimize speed. The default setting is High bandwidth, which optimizes the connection for speed and video resolution.
- 5 On the Settings tab, select the host startup and end of session options that you want to use.

See [“Setting the host startup options”](#) on page 62.

See [“Setting end of session options”](#) on page 63.
- 6 On the Callers tab, configure a user name and password for users who can connect to the host.

See [“Choosing an authentication type”](#) on page 156.
- 7 Click OK.

Setting the host startup options

Symantec pcAnywhere lets you configure a host connection item to start automatically when you launch Windows. To protect against unauthorized access, if you configure a host to start automatically, you should also use the Windows lock computer feature or use a password-protected screen saver, depending on your operating system.

In Windows NT/2000/XP, the option to run as a service is enabled by default. This option lets you take advantage of the inherent security and performance features of the operating system.

Windows XP restricts users who are assigned to a limited user or guest account from running services. Users with limited user rights can start a host session in pcAnywhere only if the host session is not running as a service. To ensure proper functionality, pcAnywhere host sessions should be started by a user with administrator rights and should be run as a service.

To set the host startup options

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, do one of the following:
 - To configure an existing connection item, right-click the item, then click **Properties**.
 - To create a new connection item, on the File menu, click **New > Item > Advanced**.
- 3 In the Host Properties window, on the Settings tab, under Host startup, select one of the following:
 - **Launch with Windows:** Automatically starts the host session when the host computer is started.
 - **Lock computer:** Available only on Windows NT/2000/XP, prevents unauthorized users from accessing the host computer.
 - **Use Windows screen saver:** Available only on Windows 98/Me, starts the Windows screen saver if one is configured on the host computer. Protect the screen saver with a password to prevent unauthorized users from accessing the computer.
 - **Run minimized:** Hides the status window. A host icon appears in the system tray when the host is waiting for a connection.
 - **Run as a service:** Recommended for Windows NT/2000/XP for optimum performance.

Setting end of session options

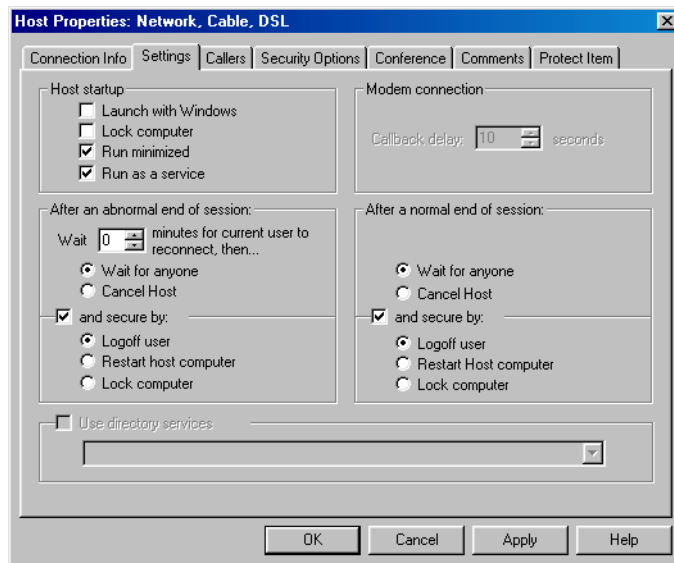
It is important to securely end sessions to prevent potential security risks. Normally, a session ends when either the host or remote user cancels the session. However, network or equipment problems might cause either the host or remote computer to lose the connection. A connection might also be dropped because of a security issue, such as an unauthorized user attempting to connect.

Set end of session options for sessions that end normally and abnormally

Symantec pcAnywhere lets you select different options for handling sessions that end normally (an authorized user cancels the session) and abnormally (a connection is unexpectedly lost).

To set end of session options for sessions that end normally

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, do one of the following:
 - To configure an existing connection item, right-click the item, then click **Properties**.
 - To create a new connection item, on the File menu, click **New > Item > Advanced**.



- 3 In the Host Properties window, on the Settings tab, under After a normal end of session, select one of the following:
 - Wait for anyone: Keeps the host session running so that others can connect to it.
 - Cancel Host: Ends the host session to prevent other connections.

- 4 To secure the host computer further, check **and secure by**, then select one of the following:
 - Logoff user
 - Restart Host computer
 - Lock computer

This option is available on Windows NT/2000/XP only. In Windows 98/Me, this option starts the Windows screen saver if one is configured on the host computer. Protect the screen saver with a password to prevent unauthorized users from accessing the computer.
- 5 Click OK.

To set end of session options for sessions that end abnormally

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, do one of the following:
 - To configure an existing connection item, right-click the item, then click **Properties**.
 - To create a new connection item, on the File menu, click **New > Item > Advanced**.
- 3 In the Host Properties window, on the Settings tab, under After an abnormal end of session, select how many minutes to wait before proceeding with the security option.
- 4 Select one of the following:
 - Wait for anyone: Keeps the host session running so that others can connect to it.
 - Cancel Host: Ends the host session to prevent other connections.
- 5 To secure the host computer further, check **and secure by**, then select one of the following:
 - Logoff user
 - Restart Host computer
 - Lock computer

This option is available on Windows NT/2000/XP only. In Windows 98/Me, this option starts the Windows screen saver if one is configured on the host computer. Protect the screen saver with a password to prevent unauthorized users from accessing the computer.
- 6 Click OK.

Configuring a host computer to use directory services

If your administrator has configured pcAnywhere to use directory services, you can configure the host computer to register itself with the directory server upon startup. This lets remote users who connect to the directory server find your computer. As the host status changes, the host computer updates its entry in the directory server so that remote computers can see the current status.

For more information, see the *Symantec pcAnywhere Administrator's Guide*.

To configure a host computer to use directory services

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, do one of the following:
 - To configure an existing connection item, right-click the item, then click **Properties**.
 - To create a new connection item, on the File menu, click **New > Item > Advanced**.
- 3 In the Host Properties window, on the Settings tab, check **Use directory services**.
- 4 From the list, select the directory server that you want to use.
- 5 Click **OK**.

Starting a host session

After you configure a host connection item, which includes configuring the logon information for users who can connect to the host, you can start a host session in one of the following ways:

- Wait for connections from authorized remote users.
See [“Waiting for a connection from a remote computer”](#) on page 67.
- Initiate a connection with a remote computer, then let the remote user take control.
See [“Calling a remote computer”](#) on page 67.

Waiting for a connection from a remote computer

When you start a host session, your computer waits for connections from authorized remote users, using the connection device that is selected in the host properties on the Connection Info tab. If two devices are selected, the host waits for a connection on both devices. A host can accept only one connection at a time. After establishing a connection on one device, the other device is not available until the session ends.

This method is the most common way to start a host session.

To wait for a connection from a remote computer

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, double-click the connection item that you want to use.

Calling a remote computer

The host computer can initiate a connection with a remote computer. The remote computer resembles host behavior in that it must be waiting for the connection. However, unlike a typical host session, after the connection is established, the remote computer controls the activities on the host.

Use this method for added security if you do not want remote users to initiate connections with your computer.

To call a remote computer

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to use, then click **Call Remote**.

The host connection item must be configured to use the same type of connection device that the remote computer uses.

- 3 In the pcAnywhere Waiting window, do one of the following:
 - For modem connections, type the telephone number for the remote computer, then click **OK**.
 - For network connections, type the host name or IP address, then click **OK**.

Once the connection is made, the remote user can take control of the host computer.

What you can do during a host session

When you start a session, a host icon appears on the system tray on your Windows desktop. Unless security measures are in place to lock the keyboard and mouse on the host computer, you can access the host online menu by right-clicking the host icon. Using the host online menu, you can display status information and end a session.

During a session, you can see information about who is connected to the host computer by moving the cursor over the host icon on the system tray.

This includes the following information:

- Duration of session
 - User name
 - Type of connection (such as TCP/IP) and the device name
- For example, for TCP/IP connections, pcAnywhere provides the remote computer name as specified in Windows.

Letting multiple remote users hold a conference

Conferencing lets multiple remote users connect to a single host and simultaneously view what is happening on the host screen. For example, you can host a conference to conduct a software training demonstration.

A conference is basically a remote control session, except that multiple remote users connect to the host at the same time. The first caller can connect using any connection device; however, subsequent callers must use a TCP/IP network connection. The first remote user to establish a connection controls the host. Other users can view the activity on the host screen, but cannot take control of the host.

Note: All participants in the host conference must select the low-bandwidth optimization setting. This setting is available in the Properties window on the Connection Info tab.

Configuring a conference host

To let multiple remote users connect to your host computer, you must specify the information needed to make the connection. You can start with an existing host connection item or create a new one.

See “[Setting up a host computer](#)” on page 48.

Conferencing uses a type of communications called multicast. This requires a valid Class D IP address.

To configure a conference host

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, do one of the following:
 - To configure an existing connection item, right-click the item, then click **Properties**.
 - To create a new connection item, on the File menu, click **New > Item > Advanced**.
- 3 In the Host Properties window, on the Connection Info tab, under Optimized for, click **Low bandwidth**.
- 4 On the Conference tab, check **Enable conferencing**.
- 5 Select one of the following:
 - Obtain IP address automatically: Lets your network server automatically assign an available Class D IP address.
 - Specify IP address: Lets you type the Class D IP address that you want to use.
 The address must be within the range of 225.1.1.1 through 239.254.254.254.
- 6 To use routers to increase the broadcast area of the conference, in the Allow conference over “x” routers list, select the number of routers that you want to use.
- 7 Click **OK**.

Starting a conference

The steps for starting a conference are similar to starting a host for a remote control session. After you start the conference host, the remote user who will control the conference host can connect to it using any connection method that is supported by the host computer. After the first connection is established, the other remote participants must connect using TCP/IP.

Note: All participants in the host conference must select the low-bandwidth optimization setting. This setting is available in the Properties window on the Connection Info tab.

To start a conference

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, double-click the host connection item that is configured for conferencing.
See [“Letting multiple remote users hold a conference”](#) on page 68.

Ending a host session

Either the host or remote user can end a session. If the remote user ends the session, the end of session options that are configured for the host connection item determine whether the host waits for another connection or is cancelled. The caller rights that are configured for the host connection item determine whether the remote user is allowed to cancel the host.

See [“Setting end of session options”](#) on page 63.

See [“Configuring caller rights”](#) on page 163.

To end a host session

- ◆ On the Windows status bar, right-click the host icon, then click **Cancel Host**.

Controlling another computer remotely

This chapter includes the following topics:

- [Managing remote connections](#)
- [Setting up a remote computer](#)
- [Starting a remote control session](#)
- [Connecting to multiple hosts](#)
- [What you can do during a remote control session](#)
- [Connecting to a computer that does not have a waiting host](#)
- [Ending a remote control session](#)

Managing remote connections

For computers to which you connect frequently, Symantec pcAnywhere lets you select the connection and security settings that you want to use and store this information in a remote connection item file. Connection item files appear as icons in the pcAnywhere Manager window. Remote connection item files (.chf) are stored in the pcAnywhere data directory.

You can also manage the connection items that you use most frequently by adding them to Favorites.

Adding a remote connection item to Favorites

Symantec pcAnywhere lets you manage the connection items that you use most frequently by adding them to the Favorites window. This window also supports folder management to organize your connections.

To add a remote connection item to Favorites

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Remotes**.
- 2 In the right pane, right-click a connection item in the list, then click **Add to Favorites**.

Setting up a remote computer

Symantec pcAnywhere lets you set up a remote computer by modifying an existing connection item or creating a new one. Symantec pcAnywhere provides the following default connection items, which are preconfigured to optimize security and performance:

- Remote Management
- Modem
- Direct
- Network, Cable, DSL
- File Transfer

The Remote Management and File Transfer connection items are preconfigured for TCP/IP connections.

Symantec pcAnywhere lets you configure new connection items using the following:

- The Remote Setup Wizard
See [“Configuring a remote connection using the Remote Setup Wizard”](#) on page 73.
- Advanced properties
See [“Configuring a remote connection using advanced properties”](#) on page 76.

To quickly connect to a host computer with minimal configuration, use Quick Connect.

See [“Connecting to another computer using Quick Connect”](#) on page 88.

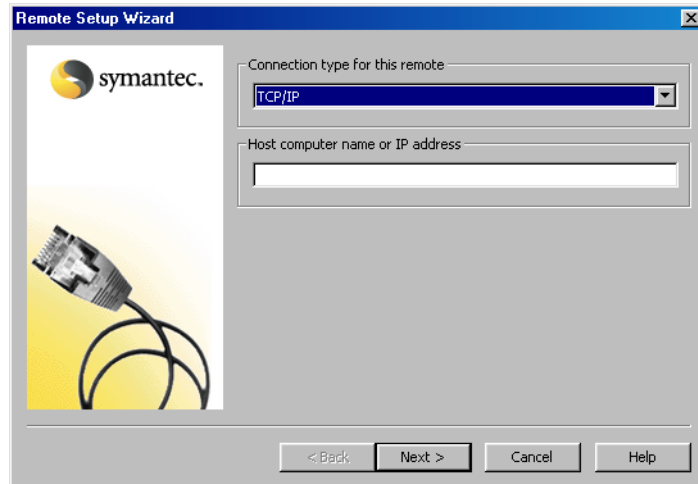
Configuring a remote connection using the Remote Setup Wizard

The Remote Setup Wizard simplifies the process of configuring a remote connection item to connect to a host computer. Symantec pcAnywhere offers some advanced configuration options, such as public key encryption and directory services, that are not available in the wizard.

After you finish the Remote Setup Wizard, the new remote connection item is placed in the Remotes window where you can edit its properties.

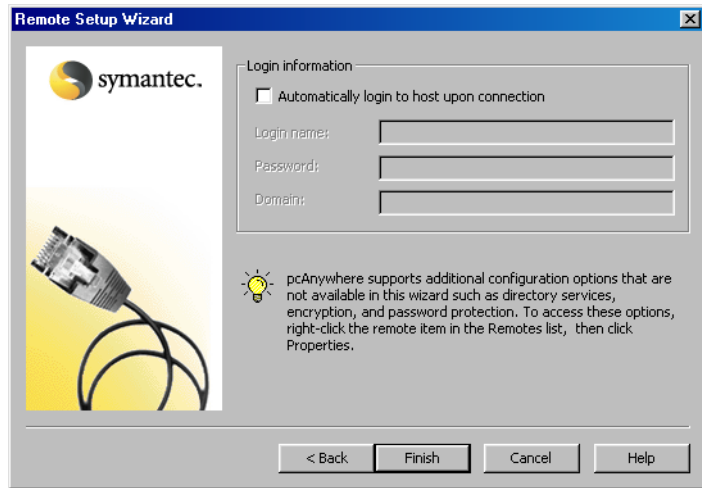
To configure a remote connection using the Remote Setup Wizard

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Remotes**.
- 2 On the File menu, click **New > Item > Use Wizard**.



- 3 In the Remote Setup Wizard window, on the first panel, select a connection type.
See [“Selecting a connection device for remote sessions”](#) on page 77.

- 4 Do one of the following:
- For network connections using TCP/IP, SPX, or NetBIOS, type the IP address or computer name of the computer or server to which you want to connect, then click **Next**.
 - For modem or ISDN connections, type the dialing information needed to connect to the host computer, then click **Next**.
 - For direct connections in Windows 98/Me, select an available LPT parallel port or a COM serial port, then click **Next**.
 - For direct connections in Windows NT/2000/XP, select an available COM port, then click **Next**.



- 5 To automatically logon to the host upon connection, check **Automatically login to host upon connection**, then type your logon information.
- 6 Click **Finish**.
The remote connection item is added to the Remotes window.

Configuring a remote connection using advanced properties

For more configuration options and control over your connections, use the Advanced option to create new remote connection items. Advanced properties provide access to all available remote configuration options. This includes options that are not available in the Remote Setup Wizard, such as directory services and public key encryption.

The configuration settings for a remote connection item are grouped by tabs. [Table 5-1](#) explains where to find the settings that you need.

Table 5-1 Overview of remote settings

Tab	Description	Reference
Connection Info	Lets you select the connection device and start mode for the session.	See “Selecting a connection device for remote sessions” on page 77.
Settings	Lets you specify the information needed to find the host computer, make the connection, and log on. This information varies depending on the type of connection.	See “Selecting a connection device for remote sessions” on page 77.
Automated Tasks	Lets you automatically record the session for later playback.	See “Automatically recording a remote session” on page 190.
Security Options	Lets you set the level of data encryption to use during a remote control session with a host.	See “Using encryption to protect data” on page 168.
Protect Item	Lets you protect the connection item with a password.	See “Protecting configuration settings” on page 174.

Selecting a connection device for remote sessions

A connection device is the interface that handles the communications between the host and remote computers. A connection device might be a modem or ISDN, a network protocol, or a port.

The connection device that you choose depends on the host and remote environments. If the host and remote computers are nearby, you can connect them directly using a cable that is appropriate for the port. For example, you can set up a direct connection between a laptop computer and an office computer. Both computers must use the same type of connection device to connect.

Table 5-2 provides information to assist you in selecting a connection device.

Table 5-2 Connection device

Hardware device	Connection device
Modem that supports the Microsoft Telephony API (TAPI)	Modem name See “Configuring a remote modem connection” on page 80.
ISDN (North America)	ISDN device name See “About ISDN connections” on page 82.
ISDN (Europe)	ISDN via CAPI See “About ISDN connections” on page 82.
Network adaptor card installed on a networked computer or server on a LAN or WAN	For most network connections, select TCP/IP. Symantec pcAnywhere also supports NetBIOS and SPX protocols. See “Configuring a remote network connection” on page 78.
Cable modem	TCP/IP See “About cable modem connections” on page 79.
DSL or ADSL	TCP/IP See “About DSL or ADSL connections” on page 80.

Table 5-2 Connection device

Hardware device	Connection device
Null parallel cable connected to the host and remote computers (for example, a laptop and office computer)	<div>An available LPT port</div> <div>Symantec pcAnywhere supports parallel connections on Windows 98/Me only.</div> <div>See “Configuring a direct connection to the remote” on page 83.</div>
Null serial cable connected to the host and remote computers (for example, a laptop and office computer)	<div>An available COM port</div> <div>Symantec pcAnywhere supports serial connections on Windows 98/Me/NT/2000/XP.</div> <div>See “Configuring a direct connection to the remote” on page 83.</div>
Infrared device	<div>Infrared</div> <div>This option appears in the connection list only if a Microsoft-compatible device is installed and properly configured on your computer.</div> <div>For more information, see the documentation for your operating system.</div>

Configuring a remote network connection

Symantec pcAnywhere supports network connections over a LAN, WAN, or the Internet using TCP/IP, NetBIOS, and SPX. For most network connections, use TCP/IP. NetBIOS is another commonly used network protocol that is used mostly for file and print sharing services. SPX is a Novell NetWare protocol.

Symantec pcAnywhere requires a user name and password for all host sessions. To connect, the remote user must know the user name and password as well as the IP address of the host computer.

If the host computer is connected to a network that is inside a firewall, remote users who are outside the firewall must have a way to connect to the network through a Remote Access Service (RAS) or virtual private network (VPN). This information must be provided by an administrator.

In some corporate environments, a network administrator might set up a directory server to manage information about network users and resources. If so, you can configure pcAnywhere to use the directory service to locate the host computer.

See [“Configuring a remote computer to use directory services”](#) on page 84.

To configure a remote network connection

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Remotes**.
- 2 In the right pane, under Remotes, do one of the following:
 - To configure an existing connection item, right-click the item, then click **Properties**.
 - To create a new connection item, on the File menu, click **New > Item > Advanced**.
- 3 In the Remote Properties window, on the Connection Info tab, select one of the following:
 - TCP/IP
 - SPX
 - NetBIOS
- 4 Select one of the following start modes:
 - Remote Control
 - Remote Management
 - File Transfer

See [“Choosing the start mode for a remote session”](#) on page 41.

Symantec pcAnywhere lets you switch modes during a session.
- 5 On the Settings tab, type the IP address or computer name of the computer to which you want to connect.

You can leave this information blank. When you start the session, pcAnywhere will automatically search your subnet for available hosts. This process can be time-consuming if your computer belongs to a large network.
- 6 Click **OK**.

About cable modem connections

Unlike traditional modems, which convert analog and digital signals to exchange data over a telephone line, cable modems use Internet protocols to transmit data over a cable television line. Because cable modems use TCP/IP to transmit data, cable modem connections must be configured as TCP/IP network connections.

The default Network, Cable, DSL connection item in the pcAnywhere Manager window is configured for TCP/IP.

See [“Configuring a remote network connection”](#) on page 78.

About DSL or ADSL connections

Digital subscriber lines, such as ADSL or DSL, are high-speed Internet connections offered by an Internet service provider (ISP). Your computer operates as though it is connected to a network and is assigned an IP address. DSL and ADSL connections must be configured as TCP/IP network connections.

The default Network, Cable, DSL connection item in the pcAnywhere Manager window is configured for TCP/IP.

See [“Configuring a remote network connection”](#) on page 78.

Configuring a remote modem connection

If a modem is installed and properly configured on your computer, pcAnywhere automatically detects it and adds it to the connection device list. To connect to a host computer over a modem, you must know the modem number of the host computer and the logon information.

Depending on your location and telephone service, you might need to specify additional dialing information. This information might include calling card numbers, a special prefix for connecting to an outside line, or the code to use to disable call waiting. If you work in multiple locations, you can set up unique dialing properties for each location.

This information is configured in the operating system when you set up your modem. pcAnywhere lets you use these dialing properties for modem connections or set them manually.

Configuring a modem connection using dialing properties

By default, pcAnywhere uses the dialing properties for your modem that are configured in the operating system. Symantec pcAnywhere lets you view or edit these dialing properties when you configure the connection item.

To configure a modem connection using dialing properties

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Remotes**.
- 2 In the right pane, under Remotes, do one of the following:
 - To edit an existing connection item, right-click the item, then click **Properties**.
 - To create a new connection item, on the File menu, click **New > Item > Advanced**.

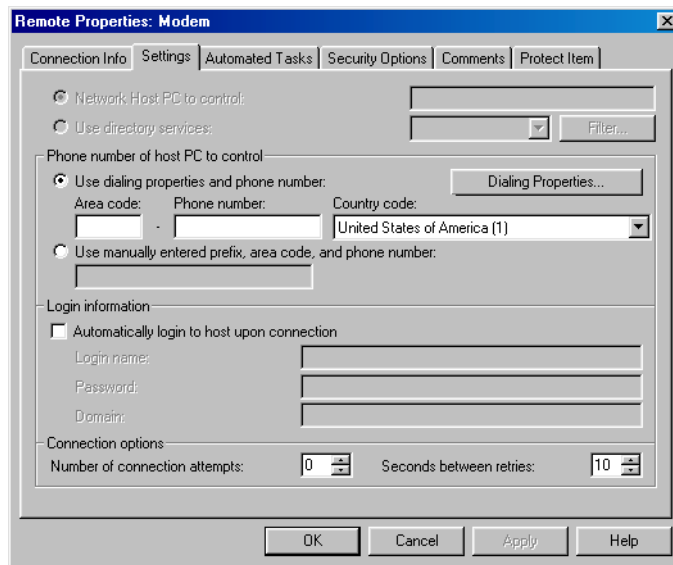
3 In the Remote Properties window, on the Connection Info tab, select the name of your modem.

4 Select one of the following start modes:

- Remote Control
- Remote Management
- File Transfer

See [“Choosing the start mode for a remote session”](#) on page 41.

Symantec pcAnywhere lets you switch modes during a session.



5 On the Settings tab, click **Use dialing properties and phone number**.

To view or change the dialing properties that are configured for your modem, click **Dialing Properties**.

For more information about configuring dialing properties, see the documentation for your operating system.

6 Type the area code and modem phone number of the host computer.

7 Under Country code, select the location from which you are calling.

8 Click **OK**.

Setting dialing properties manually

Symantec pcAnywhere lets you manually enter dialing properties, which bypasses the dialing properties that are configured in the operating system. Use this option if you are working from a temporary location.

To set dialing properties manually

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Remotes**.
- 2 In the right pane, under Remotes, do one of the following:
 - To edit an existing connection item, right-click the item, then click **Properties**.
 - To create a new connection item, on the File menu, click **New > Item > Advanced**.
- 3 In the Remote Properties window, on the Connection Info tab, select the name of your modem.
- 4 Select one of the following start modes:
 - Remote Control
 - Remote Management
 - File Transfer

See [“Choosing the start mode for a remote session”](#) on page 41.

Symantec pcAnywhere lets you switch modes during a session.
- 5 On the Settings tab, click **Use manually entered prefix, area code, and phone number**.
- 6 Type the modem number of the host computer, including any prefix needed to reach an outside line or dial long distance and the area code.
- 7 Click **OK**.

About ISDN connections

Integrated Services Digital Networks (ISDN) are digital telephone services that can transmit digital and voice data at much faster speeds than traditional modems. The configuration for an ISDN device is similar to that of a modem.

See [“Configuring a remote modem connection”](#) on page 80.

Symantec pcAnywhere supports ISDN only in North America and Europe. If an ISDN device is installed and configured properly on your computer, pcAnywhere automatically detects it and adds it to the connection device list. Choose this device only if you are using ISDN in North America. If you are using ISDN in Europe, you must select ISDN via CAPI.

See [“Customizing European ISDN connections”](#) on page 200.

Configuring a direct connection to the remote

If the host and remote computers are nearby, you can connect the two computers directly, using a null cable. A direct connection is typically faster than a modem connection, especially if you want to transfer large files.

Direct connections require either a parallel (LPT) or a serial (COM) port and a null parallel or null serial cable. The port and cable that you use depend on your operating system. Windows NT/2000/XP supports only serial connections. Windows 98/Me supports parallel and serial connections. If your operating system supports it, you should use a parallel port because parallel connections are faster and more efficient than serial connections.

For more information about finding an available port on your computer, see the documentation for your operating system.

To configure a direct connection to the remote

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Remotes**.
- 2 In the right pane, under Remotes, do one of the following:
 - To configure an existing connection item, right-click the item, then click **Properties**.
 - To create a new connection item, on the File menu, click **New > Item > Advanced**.
- 3 In the Remote Properties window, on the Connection Info tab, select an available port, as follows:
 - In Windows 98/Me, select either an LPT parallel port or a COM serial port.
 - In Windows NT/2000/XP, select a COM port.

- 4 Select one of the following start modes:
 - Remote Control
 - Remote Management
 - File TransferSee “[Choosing the start mode for a remote session](#)” on page 41.
Symantec pcAnywhere lets you switch modes during a session.
- 5 Click OK.

Configuring a remote computer to use directory services

If your administrator has configured pcAnywhere to use directory services, you can configure the remote computer to search the directory server for available hosts. Only the host computers that are registered on the directory server appear in the search results. Depending on the configuration and size of your network, this type of search is typically faster and more reliable than scanning an entire network for available hosts.

For more information, see the *Symantec pcAnywhere Administrator's Guide*.

To configure a remote computer to use directory services

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Remotes**.
- 2 In the right pane, under Remotes, do one of the following:
 - To configure an existing connection item, right-click the item, then click **Properties**.
 - To create a new connection item, on the File menu, click **New > Item > Advanced**.
- 3 In the Remote Properties window, on the Settings tab, click **Use directory services**, then select the directory server that you want to use.
- 4 To narrow the search results, click **Filter**.
This lets you set the criteria by which you want to search. You can search by user name, email address, organization name, or department name. Wildcard characters are supported. For example, A* returns all entries that have a name that begin with the letter A.
- 5 Click OK.

Automatically logging on to the host computer

To avoid being prompted for a logon name and password each time that you connect to a host, you can include this information in the connection item file. Symantec pcAnywhere automatically provides the logon information after you have established the connection.

Storing logon information in a connection item file can pose a security risk and some companies have security policies that restrict employees from storing passwords on their computers. Use this option only if your computing environment allows it. To prevent unauthorized users from connecting to the host, you should password-protect the remote connection item.

See [“Protecting configuration settings”](#) on page 174.

To automatically log on to the host computer

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Remotes**.
- 2 In the right pane, under Remotes, do one of the following:
 - To configure an existing connection item, right-click the item, then click **Properties**.
 - To create a new connection item, on the File menu, click **New > Item > Advanced**.
- 3 In the Remote Properties window, on the Settings tab, check **Automatically login to host upon connection**.
- 4 Type your logon name.
- 5 Type your password.
- 6 If you are connecting to a Windows NT/2000/XP host and have been assigned to a domain, type your domain name, using the following format: `domain\user`
- 7 Click **OK**.

Automatically reconnecting if the host is busy

Symantec pcAnywhere lets you configure a remote connection item to reattempt the connection automatically at specific time intervals if a connection fails. A connection might fail because the host is busy, because of a network problem, or for a variety of other reasons that might be resolved by reconnecting.

To automatically reconnect if the host is busy

- 1** In the pcAnywhere Manager window, on the left navigation bar, click **Remotes**.
- 2** In the right pane, under Remotes, do one of the following:
 - To configure an existing connection item, right-click the item, then click **Properties**.
 - To configure a new connection item, on the File menu, click **New > Item > Advanced**.
- 3** In the Remote Properties window, on the Settings tab, under Connection options, select the number of times that you want pcAnywhere to reconnect to the host after a failed connection.
- 4** Select the number of seconds pcAnywhere should wait between connection attempts.
- 5** Click **OK**.

Starting a remote control session

Symantec pcAnywhere requires a user name and password for all host sessions. For security reasons, you can only connect to host computers that have set up a caller account for you or your user group.

Symantec pcAnywhere lets you start a remote control session in the following ways:

- [Starting a remote connection item](#)
- [Waiting for a host connection](#)
- [Connecting to another computer using Quick Connect](#)

Symantec pcAnywhere also lets you connect to a computer on your network that does not have a pcAnywhere host running. This provides limited remote control functionality.

See [“Connecting to a computer that does not have a waiting host”](#) on page 98.

Starting a remote connection item

Remote connection items contain the connection and security information needed to connect to a host computer. Symantec pcAnywhere automatically maintains a history of the connections to which you have connected most recently. You can start a remote control session using Remotes, Favorites, or History.

To start a remote connection item

- 1 In the pcAnywhere Manager window, on the left navigation bar, select one of the following:
 - Remotes
 - Favorites
 - History
- 2 In the right pane, select the connection item that you want to use.
- 3 On the left navigation bar, under Actions, click **Start Connection**.

Waiting for a host connection

Remote control sessions are usually initiated by the remote computer, which connects to a host computer that is waiting for a connection. However, for security reasons, the host computer may be configured to allow a remote connection only if the host initiates the connection. If so, you must set up your computer to wait for a connection from the host. The remote computer resembles host behavior in that it waits for a connection. However, unlike a typical host session, after the connection is established, the remote computer controls the activities on the host.

To wait for a host connection

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Remotes**.
- 2 In the right pane, under Remotes, right-click the connection item that you want to use, then click **Wait for Connection**.

When your computer accepts the connection from the host computer, the Session Manager window appears on your screen and displays the host computer screen in the right pane.

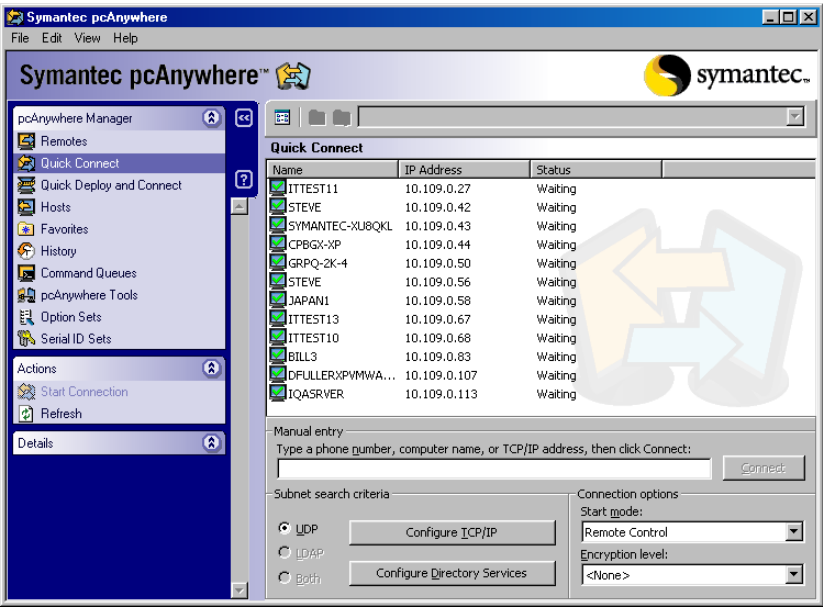
See [“About the Session Manager”](#) on page 41.

Connecting to another computer using Quick Connect

Quick Connect lets you connect to another computer with minimum setup. Use this option for one-time or infrequent connections to a host computer (for example, to connect to a host computer that has a dynamic IP address or to support a help desk customer). Before connecting, you must know the computer name, IP address, or modem number of the host computer and the login information.

Figure 5-1 shows the Quick Connect window.

Figure 5-1 Quick Connect window



Connecting to a host computer on your network

If your computer is connected to a network, pcAnywhere automatically searches the local subnet (part of the network to which your computer is connected) for pcAnywhere hosts that are waiting for a connection. You can broaden the search to additional subnets or narrow the search to a specific computer name or IP address.

Symantec pcAnywhere supports UDP and LDAP searches. To search for host computers using LDAP, your computing environment must be configured to support directory services using an LDAP compliant directory server.

To connect to a host computer on your network

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Quick Connect**.
- 2 In the right pane, under Quick Connect, select the name of the host computer to which you want to connect.
- 3 Under Connection Options, select one of the following start modes:
 - **Remote Control:** Lets you control a host computer remotely and work as though you are sitting in front of it.
 - **Remote Management:** Lets you remotely administer a host computer using common administrator tools that are provided within the pcAnywhere Session Manager.
 - **File Transfer:** Lets you transfer files between a host and remote computer using a two-pane window that functions like Windows Explorer.
- 4 To encrypt the data stream between the host and remote computers, under Encryption level, select one of the following:
 - **pcAnywhere encoding:** Scrambles the data using a mathematical algorithm so that it cannot be easily interpreted by a third party. This option is available on any operating system that pcAnywhere supports.
 - **Symmetric:** Encodes and decodes data using a cryptographic key. This option is available on any operating system that supports the Microsoft CryptoAPI, such as Windows NT/2000/XP. For Windows 98/Me, you can obtain the CryptoAPI by installing Microsoft Internet Explorer 5.5 or later.
 - **Public key:** Encodes and decodes data using a public and private key pair. This option is available if your computing environment supports it. The host and remote users must have a digital certificate that is issued by a mutually trusted certificate authority. The host and remote users must provide each other with a copy of their digital certificates. See [“Configuring pcAnywhere to use public-key encryption”](#) on page 171.
- 5 On the left navigation bar, under Actions, click **Start Connection**. Symantec pcAnywhere prompts you for caller logon credentials to connect to the pcAnywhere host. If the host computer is running Windows NT/2000/XP, the operating system might prompt you for computer logon credentials.

Adding TCP/IP addresses to a host search

Symantec pcAnywhere lets you add subnets to include in a host search, so you can search for hosts across the network. You might need to perform this procedure if the TCP/IP host computer to which you want to connect does not appear in the host list.

You must have access rights to the subnets that you want to search.

To add TCP/IP addresses to a host search

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Quick Connect**.
- 2 In the right pane, under Subnet search criteria, click **Configure TCP/IP**.
- 3 In the pcAnywhere Options window, on the Remote Communications tab, under TCP/IP options, type the computer name or IP address of the computer that you want to include in the search results.
- 4 Click **Add Search**.
Repeat this process for each computer or address that you want to add.
- 5 Click **OK**.

Adding LDAP addresses to a host search

If your computing environment supports directory services using an LDAP-compliant server, you can search for host computers that are connected to the directory server.

You must have access rights to the directory server that you want to search.

To add LDAP addresses to a host search

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Quick Connect**.
- 2 In the right pane, under Subnet search criteria, click **Configure LDAP**.
- 3 In the pcAnywhere Options window, on the Directory Services tab, click **Add**.
Specify the information needed to connect to the directory server and search for the computers that you want to add.
For more information, see the *Symantec pcAnywhere Administrator's Guide*.

Searching for LDAP hosts on your network

Symantec pcAnywhere searches your local subnet for TCP/IP host computers by default. If your computing environment supports directory services, pcAnywhere lets you include hosts that are connected to a directory server in the search results. You can also limit the search results to only the hosts that are connected to a directory server.

To search for LDAP hosts on your network

- 1 In the pcAnywhere Manager window, on the left navigation bar click **Quick Connect**.
- 2 In the right pane, under Subnet search criteria, select one of the following:
 - **LDAP:** Limits the search results to only the host computers that are connected to a directory server.
 - **Both:** Includes TCP/IP hosts and directory server hosts in the search results.
- 3 On the left navigation bar, under Actions, click **Refresh**.

Manually entering connection information

Symantec pcAnywhere also lets you manually enter connection information to quickly connect to a host computer over a modem or network connection.

To manually enter connection information

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Quick Connect**.
- 2 In the right pane, under Manual entry, type the computer name, IP address, or modem phone number of the host computer to which you want to connect.
- 3 Under Connection Options, select one of the following start modes:
 - **Remote Control:** Lets you control a host computer remotely and work as though you are sitting in front of it.
 - **Remote Management:** Lets you remotely administer a host computer using common administrator tools that are provided within the pcAnywhere Session Manager.
 - **File Transfer:** Lets you transfer files between a host and remote computer using a two-pane window that functions like Windows Explorer.

- 4 To encrypt the data stream between the host and remote computers, under Encryption level, select one of the following:
 - **pcAnywhere encoding:** Scrambles the data using a mathematical algorithm so that it cannot be easily interpreted by a third party. This option is available on any operating system that pcAnywhere supports.
 - **Symmetric:** Encodes and decodes data using a cryptographic key. This option is available on any operating system that supports the Microsoft CryptoAPI, such as Windows NT/2000/XP. For Windows 98/Me, you can obtain the CryptoAPI by installing Microsoft Internet Explorer 5.5 or later.
 - **Public key:** Encodes and decodes data using a public and private key pair. This option is available if your computing environment supports it. The host and remote users must have a digital certificate that is issued by a mutually trusted certificate authority. The host and remote users must provide each other with a copy of their digital certificates. See [“Configuring pcAnywhere to use public-key encryption”](#) on page 171.
- 5 Click **Connect**. Symantec pcAnywhere prompts you for caller logon credentials to connect to the pcAnywhere host. If the host computer is running Windows NT/2000/XP, the operating system might prompt you for computer logon credentials.

Connecting to multiple hosts

Symantec pcAnywhere supports connections to multiple host computers if you configure the default program settings to support it.

To connect to multiple hosts

- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the Remote Operation tab, check **Allow connection to multiple hosts**.
- 3 Make a connection to the first host. See [“Starting a remote control session”](#) on page 86. Repeat this step for each host computer to which you want to connect.

What you can do during a remote control session

Once the connection is established, the Session Manager window appears on your computer. The navigation bar on the left of the window lets you switch modes, perform tasks related to the mode that you have selected, and view details about the connection. The right pane displays the host computer screen. Use the arrow buttons to expand and collapse the navigation bar.

Figure 5-2 shows the Session Manager window in remote control mode.

Figure 5-2 Session Manager window in remote control mode

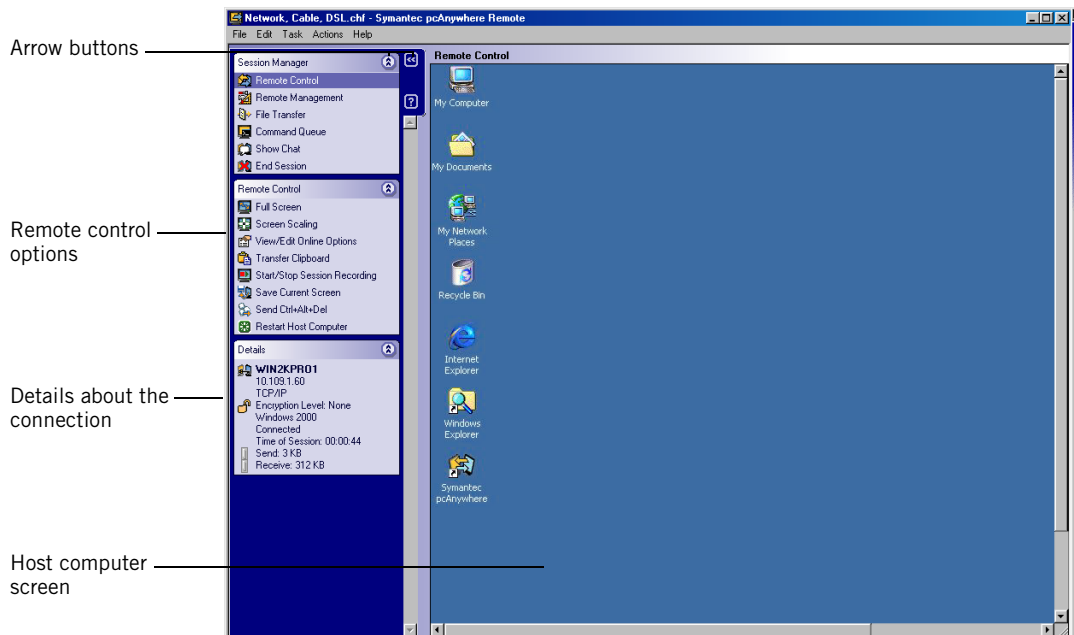










Table 5-3 explains the tasks that are available in the Session Manager window during a remote control session. You can also access these options on the Task menu.

Table 5-3 Explanation of remote control tasks

Icon	Option	Description
	Full Screen	Displays the host screen fully on the remote computer screen. This option is available only if both computers are set to the same resolution.
	Screen Scaling	Sizes the host screen to fit in the display area of the Session Manager window. Use this option when the host computer uses a higher screen resolution than the remote computer.
	View/Edit Online Options	Lets the remote user change display settings during a remote control session.
	Transfer Clipboard	Lets the remote user copy clipboard contents from the host clipboard to the remote clipboard or vice versa.
	Start/Stop Session Recording	Records the session activities to a file for later playback.
	Save Current Screen	Saves a screen shot of the session for later viewing.
	Send Ctrl+Alt+Del	Lets you run the Ctrl+Alt+Delete command on the host computer.
	Restart Host Computer	Restarts the host computer.

Changing display settings during a remote control session

Symantec pcAnywhere lets you change display settings or temporarily lock the keyboard and mouse on the host computer during a session. These changes only affect the current session.

To change display settings during a remote control session

- 1 In the Session Manager window, on the left navigation bar, under Remote Control, click **View/Edit Online Options**.
- 2 In the Online Options window, select one of the following:
 - **Reduce host desktop to match remote:** Synchronizes the resolution settings on the host computer to match the settings on the remote computer.
 - **Host active window tracking:** Automatically moves any active window (for example, a dialog message) that appears on the host computer screen to a visible part of the remote screen.
For example, a dialog box that requires an action from you might appear out of the viewing area on your computer. Because you cannot see the message, you might think the session has locked. By checking this option, you ensure that such dialog messages appear in a visible part of your screen.
 - **ColorScale:** Lets you set the color level for the remote computer screen. This option is available on low-bandwidth connections only. Lowering the number of colors that are displayed increases performance. If a sharper display is more important to you than color, use the 4 colors setting.
 - **Host keyboard/mouse locked:** Disables the keyboard and mouse on the host computer.
- 3 Click **OK**.

Changing the background colors

During a remote control session, pcAnywhere displays a grid pattern in the background of the Session Manager window. This grid pattern is used to clearly distinguish the edges of the host computer screen from the unusable portion of the window. This background is visible if you use screen scaling to reduce the size of the host screen.

Symantec pcAnywhere lets you customize the background colors and pattern that are displayed in right pane of the Session Manager window.

To change background colors

- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the Session Manager tab, select one of the following:
 - **Solid:** Uses a solid color for the background of the Session Manager window during a remote control session.
To select a custom color, click **Edit**, then make a color selection.
 - **Checkerboard:** Uses a grid pattern for the background of the Session Manager window during a remote control session.
To change the color of a square, click **Edit**, then make a color selection.
To adjust the size of the grid, in the Size box, select the size that you want to use.

To find the Session Manager tab, click the left and right arrows in the pcAnywhere Options window to scroll through the list.
- 3 Click **OK**.

Configuring remote printing

If the host user has configured your printer information in pcAnywhere, you can print a file that is located on the host computer to a printer at your location during a remote control session. As you run programs on the host computer, you can select your printer from the list of installed printers. If the host user has not configured remote printing, you can print files to the default printer for the host computer.

When adding a printer, the host user must have the correct drivers for the remote computer. pcAnywhere prompts you for the location of the printer, what port to use, and other configuration information.

To configure remote printing

- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the Remote Printing tab, click **Add Printer**.
To find this tab, click the left and right arrows in the pcAnywhere Options window to scroll through the list.
- 3 Follow the on-screen instructions to set up the information for the printer on the remote computer.
If the printer that the remote computer uses is not listed, you must install the drivers first, then repeat this procedure.
- 4 Click **OK**.

Transferring the contents of the Windows clipboard

The Windows clipboard contains information that is cut or copied from another application. During a remote control session, you can transfer text or graphics contained in the clipboard between the host and remote computers.

For more information, see the documentation for your operating system.

To transfer the contents of the Windows clipboard

- 1 In the Session Manager window, under Remote Control, click **Transfer Clipboard**.
- 2 In the Transfer Clipboard window, under Direction, select one of the following:
 - Transfer the host's clipboard to your clipboard.
 - Transfer your clipboard to the host's clipboard.
- 3 Under Items to transfer, select any of the following:
 - Text
 - Graphics

Sending graphics might slow down the speed of the transfer.
- 4 Click **OK**.

Chatting online with another user

During a remote control session, the host and remote user can have a typed conversation in a chat window. Either the host or remote user can initiate a chat session. This feature is helpful for sending brief messages or instructions.

To chat online with another user

- 1 Do one of the following:
 - To start a chat session from the host computer, on the system tray, right-click the host icon, then click **Chat**.
 - To start a chat session from the remote computer, in the Session Manager window, on the left navigation bar, under Remote Control, click **Show Chat**.
- 2 In the Chat window, in the lower pane, type your message.
- 3 Press **Enter**.

Your messages and the other user's responses appear in the upper portion of the chat window.

Connecting to a computer that does not have a waiting host

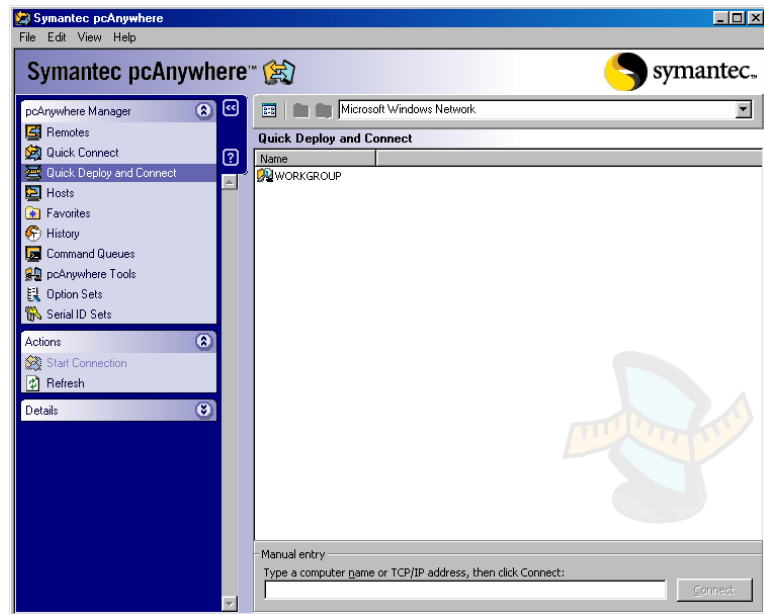
The Quick Deploy and Connect feature lets you deploy a thin version of a pcAnywhere host to a computer or group of computers on your network that do not have a pcAnywhere host running, and then immediately connect. This includes computers that do not have pcAnywhere installed.

The pcAnywhere thin host has a minimal installation footprint and does not require a system restart for installation. Quick Deploy and Connect provides limited remote control functionality and is intended for temporary connections.

Note: You must have a host license for each computer to which you connect using Quick Deploy and Connect. The Symantec pcAnywhere license agreement does not allow concurrent licensing for this feature.

Figure 5-3 shows the Quick Deploy and Connect window.

Figure 5-3 Quick Deploy and Connect window



Configuring a thin host for initial use

The first time that you use Quick Deploy and Connect, pcAnywhere prompts you for configuration information using the Thin Host Configuration Wizard. You only have to configure the thin host once. Symantec pcAnywhere uses these settings for all subsequent Quick Deploy and Connect sessions.

At the end of the Thin Host Configuration Wizard, you must confirm that you have a host license for each target computer. The Thin Host Configuration Wizard contains a link to the Symantec Web site, where you can purchase a license.

To configure a thin host for initial use

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Quick Deploy and Connect**.
- 2 In the right pane, under Quick Deploy and Connect, double-click the host computer to which you want to connect.
This opens the Thin Host Configuration Wizard, which walks you through the setup process.
- 3 In the Thin Host Configuration Wizard, read the information on the first panel, then click **Next**.
- 4 In the Host name box, type the name that you want to use for the host.
- 5 To encrypt the data stream between the host and remote computers, in the Encryption level box, select one of the following:
 - pcAnywhere encoding: Scrambles the data using a mathematical algorithm so that it cannot be easily interpreted by a third party.
This option is available on any operating system that pcAnywhere supports.
 - Symmetric: Encodes and decodes data using a cryptographic key.
This option is available on any operating system that supports the Microsoft CryptoAPI, such as Windows NT/2000/XP. For Windows 98/Me, you can obtain the CryptoAPI by installing Microsoft Internet Explorer 5.5 or later.
- 6 Under Authentication type, select one of the following:
 - pcAnywhere: Validates a user by checking the list of users and passwords that are maintained on the host computer.
Use this method for non-network connections or if your environment does not support the other authentication methods. This method of authentication is the least secure.
 - NT: Available only on Windows NT/2000/XP. Validates a user or group by checking a workstation or domain user list.
 - Microsoft LDAP: Validates a user or group of users by checking a list that is stored on the directory server that supports the Lightweight Directory Access Protocol.
- 7 If you are deploying the thin host to a host computer that is running Windows NT/2000/XP, check **Run as a service** for optimum performance.

- 8 To let pcAnywhere notify the host user when a remote user attempts to connect, check **Prompt to confirm connection**, then select the number of minutes in which the host user has to respond to the prompt.
If the timeout period expires, pcAnywhere disconnects.
- 9 To protect the thin host by serializing connections, check **Assign serial ID to limit host connections**, then type the serial number that you want to use.
This embeds a security code in the host configuration. The serial ID must be numerical and can be no longer than 10 numbers.
Remote users must have the same security code embedded in their remote connection items to connect to the host.
For more information, see the *Symantec pcAnywhere Administrator's Guide* and the *Symantec Packager Implementation Guide*.
- 10 Click **Next**.
- 11 Type the logon credentials that you want to use to validate connections to the host computer.
The information for which you are prompted depends on the authentication type that you specified earlier.
- 12 Click **Next**.
- 13 To export these settings to a file that can be used for later deployment, select one of the following:
 - **Send Email**: Opens the default email program on your computer.
To send use this option, your email program must support the Messaging Application Programming Interface (MAPI). Examples of MAPI-enabled programs include Microsoft Outlook.
 - **Save to Disk**: Lets you select a file name and location in which to store the thin host configuration file.
- 14 Click **Finish**.
Symantec pcAnywhere launches a connection to install the thin host. The operating system might prompt you for computer logon credentials. Symantec pcAnywhere then prompts you for the host logon credentials. After pcAnywhere validates your credentials, the Session Manager window appears on your screen.

Editing a thin host configuration

The pcAnywhere thin host contains the minimum settings needed to support a single-use remote control session. After you configure the thin host for initial use, pcAnywhere uses these default settings for future Quick Deploy and Connect sessions. Symantec pcAnywhere lets you edit these default settings using the Thin Host Configuration Wizard, which is available in pcAnywhere Tools.

To edit a thin host configuration

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **pcAnywhere Tools**.
- 2 In the right pane, under Application, double-click **Thin Host Configuration Wizard**.

To change the configuration settings, follow the on-screen instructions. See [“Configuring a thin host for initial use”](#) on page 99.

Ending a remote control session

Either the host or remote user can end a session. Ending a session returns you to the pcAnywhere Manager window. The end of session options that are configured for the host connection item determine whether the host waits for another connection or is cancelled. The caller rights that are configured for the host connection item determine whether the remote user is allowed to cancel the host.

To end a remote control session

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **End Session**.
- 2 In the confirmation window, click **Yes**.
If you have permission to restart the host computer, you can choose whether the host should accept other connections or cancel the host by restarting the computer.

Supporting computers and servers remotely

This chapter includes the following topics:

- [About Symantec pcAnywhere Remote Management tools](#)
- [User rights requirements for remote management](#)
- [Starting a remote management session](#)
- [Managing tasks remotely](#)
- [Running DOS commands](#)
- [Viewing services](#)
- [Viewing and editing system files](#)
- [Viewing and editing the system registry](#)
- [Viewing the event log](#)
- [Viewing and uninstalling programs](#)
- [Changing the computer state remotely](#)
- [Ending a remote management session](#)

About Symantec pcAnywhere Remote Management tools

The Remote Management tools in Symantec pcAnywhere provide easy access to commonly used administrator tools, so you can quickly resolve computer problems over a remote connection. A remote management session uses less bandwidth than a full remote control session because only the data needs to be transmitted between the host and remote computers. Symantec pcAnywhere uses the video resources on the remote computer, which results in faster performance.

Note: To use the Remote Management tools, the host and remote computers must be running pcAnywhere 11.0.

User rights requirements for remote management

You must have administrator rights on the host computer to perform some remote management tasks. The host user must be logged on to the computer with a user name and password. pcAnywhere does not support remote management connections to a host computer that uses a blank password.

When you select a remote management task in pcAnywhere, you are prompted for pcAnywhere caller logon credentials. Once these credentials are validated, you might be prompted for computer or network logon credentials depending on the computing environment of the host computer.

Starting a remote management session

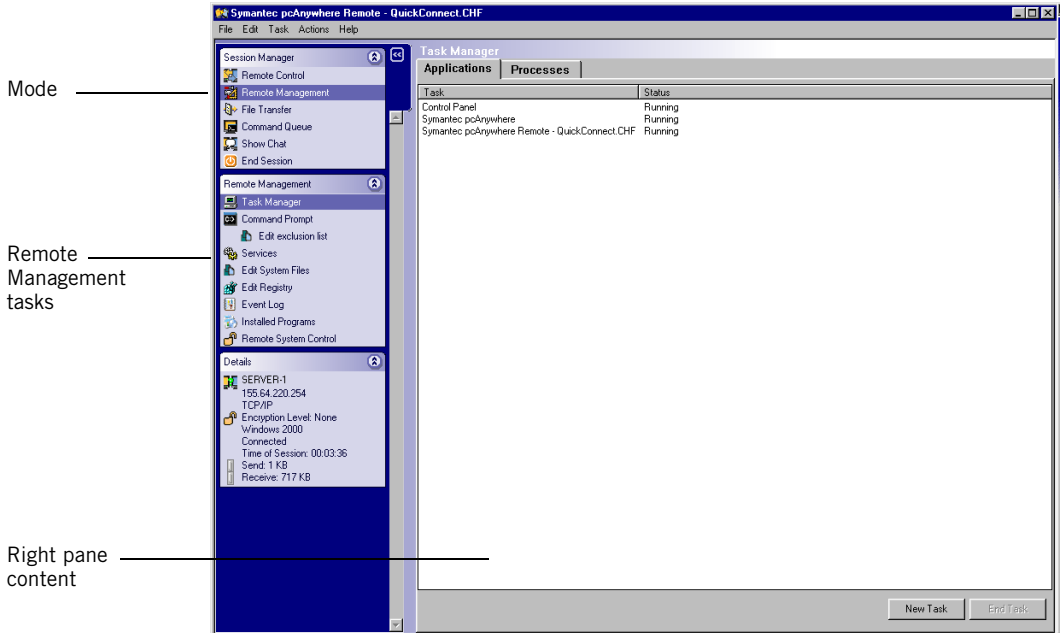
Remote management connections are supported over network and modem connections. You must be in session to access most tools.

Symantec pcAnywhere lets you start a remote management session in the following ways:

- Starting a remote connection item
- Using Quick Connect
- Switching to remote management mode during a session

Figure 6-1 shows the Session Manager window in remote management mode.

Figure 6-1 Session Manager window in remote management mode



Managing tasks remotely

The Task Manager lets you view and control applications and processes that are running on the host computer to which you are connected. This feature functions like the Windows Task Manager, except that commands are run on the host computer (for example, a support customer's computer), and the results are displayed on the remote computer (for example, a help desk computer) in the pcAnywhere Session Manager window.

Viewing or changing program status

The Applications tab in the Task Manager window lets you view the status of programs that are running on the host computer as well as start and stop programs.

To view or change program status

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Task Manager**.
- 3 To change program status, in the right pane, on the Applications tab, select one of the following:
 - **New Task:** Lets you start a program or command.
This option works like the Run option in Windows.
 - **End Task:** Lets you cancel a program or command.

Viewing or changing process status

The Processes tab in the Task Manager window lets you view information about the processes that are running on the host computer, including CPU and memory use, start and stop processes, and set priority levels.

To start a process, you must provide the exact path and file name to the executable that you want to run. This feature supports non-graphical based programs only.

To view or change process status

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Task Manager**.
- 3 To change process status, in the right pane, on the Processes tab, select one of the following:
 - **New Task:** Lets you start a program or command.
This option works like the Run option in Windows.
 - **End Task:** Lets you cancel a program or command that has stopped responding.
- 4 To change the priority level, right-click a process, then select the priority level.

Running DOS commands

The Command Prompt feature lets you run basic DOS commands on a host computer (for example, `ipconfig`) and view the text-based results locally. This feature functions like the Windows command prompt, except that graphical-based commands or commands that use direct BIOS calls for screen display (for example, `telnet`) are not supported.

Some commands might behave differently. For example, the `Exit` command clears and restarts the command prompt window instead of closing the window. The `Edit` command is not supported in this window. Symantec pcAnywhere traps the `Edit` command, then prompts you to switch to Edit System Files. When you switch to Edit System Files, the file that you requested is displayed in the right pane of the Edit System Files window.

See [“Editing the exclusion list”](#) on page 107.

To run a DOS command

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Command Prompt**.
- 3 In the right pane, under Command Prompt, type the command that you want to run.
- 4 Click **Enter**.
- 5 To clear the command prompt window and run another command, click **New**.
- 6 To stop a command while it is running, click **Ctrl+Break**.

Editing the exclusion list

Symantec pcAnywhere maintains a list of unsupported commands in an exclusion list. If you type a command that is included in this list, pcAnywhere traps the command, then prompts you to switch modes. If you type the `Edit` command, pcAnywhere prompts you to select Edit System Files, then displays the file that you requested in the right pane of the Edit System Files window. For other commands in the exclusion list, pcAnywhere prompts you to switch to remote control mode.

The Command Prompt may become unresponsive if you type an unsupported command that is not included in this list. Symantec pcAnywhere lets you manage the exclusion list by adding or removing commands. This includes custom key mapping, executable commands, and other user-defined commands.

Editing the exclusion list during a session

Symantec pcAnywhere lets you edit the exclusion list of unsupported commands while you are connected to the host computer.

To edit the exclusion list during a session

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Command Prompt**.
- 3 In the right pane, click **Exclusion List**.
- 4 In the Command Prompt Exclusion List window, do one of the following:
 - To add a command, under Excluded command, type a command, then click **Add**.
 - To remove a command, under List of excluded commands, select a command, then click **Remove**.
- 5 Click **OK**.

Editing the exclusion list out of session

Symantec pcAnywhere lets you edit the exclusion list of unsupported commands without starting a session.

To edit the exclusion list out of session

- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the Session Manager tab, under Remote Management, click **Edit**.
To find this tab, click the left and right arrows in the pcAnywhere Options window to scroll through the list.
- 3 In the Command Prompt Exclusion List window, do one of the following:
 - To add a command, under Excluded command, type a command, then click **Add**.
 - To remove a command, under List of excluded commands, select a command, then click **Remove**.
- 4 Click **OK**.

Viewing services

The Services feature lets you view all services that are running on the host computer. This feature functions like the Services administrative tool in Windows except that the tasks are performed remotely on the host computer.

You can start or stop a service, change its startup mode, change its logon properties, and view dependencies. You must be logged on to the host computer as a user with administrator rights.

Starting or stopping a service

Use this procedure to start, stop, pause, or resume a service. For more information, see the Windows documentation.

To start or stop a service

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Services**.
- 3 In the right pane, right-click the service that you want to change, then select one of the following:
 - Start Service
 - Stop Service
 - Pause Service
 - Resume Service

Changing the startup mode of a service

Use this procedure to change the startup mode of a service to automatic or manual or to disable the service. Before stopping or disabling a service, you should check its dependencies to determine if other services depend on it.

See [“Viewing dependencies for a service”](#) on page 110.

For more information, see the Windows documentation.

To change the startup mode of a service

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Services**.
- 3 In the right pane, right-click the service that you want to change, then select the startup mode.

Changing the logon properties for a service

By default, the operating system assigns most services to the local system account. You can reassign the service to a specific user account instead. For more information, see the Windows documentation.

To change the logon properties for a service

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Services**.
- 3 In the right pane, double-click the service that you want to change.
- 4 In the properties window, on the Log On tab, configure the logon properties that you want to use.

Viewing dependencies for a service

Before stopping or disabling a service, you should check its dependencies to determine if other services depend on it.

To view dependencies for a service

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Services**.
- 3 In the right pane, double-click the service that you want to change.
In the properties window, the Dependencies tab provides information about the services that might be affected if you change the status of the service.

Viewing and editing system files

The Edit System Files feature lets you view and edit text-based system files (for example, Boot.ini) and save your changes locally or on the host computer. You can also forward the file to others by email if the email program that is installed on your computer supports the Messaging Application Programming Interface (MAPI). Examples of MAPI-enabled email programs include Microsoft Outlook. Non-MAPI-enabled email programs might not support this feature.

Symantec pcAnywhere stores the system file in memory on the local computer as you work in the Edit System Files window. When you end the remote management session, pcAnywhere prompts you to save the file. If the file is read-only, pcAnywhere confirms whether you want to override this attribute. After the file is saved, pcAnywhere resets the read-only attribute.

To view and edit system files

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Edit System Files**.
- 3 In the right pane, in the text box at the bottom of the window, type the full path and file name of the file that you want to edit.
For example:
C:\boot.ini
- 4 Click **Open**.
The contents of the file appear in the top portion of the window. Symantec pcAnywhere copies the contents of the system file onto the remote computer, where it is stored in memory. If the system file is large, this might take some time.
- 5 To save your changes, select one of the following:
 - **Save on Host**: Saves the file on the host computer, the computer to which your computer is connected.
 - **Save Locally**: Saves the file on the local computer, the computer that is connected to the host.

Viewing and editing the system registry

The Registry Editor lets you remotely edit the system registry of a host computer over a network or modem connection. This feature functions like the Windows Registry Editor, except that you cannot view or edit security permissions for individual registry keys.

Caution: This tool lets you edit the system registry on a host computer. Incorrect changes might result in system damage. You should back up the registry on the host computer before performing this procedure.

To view and edit the system registry

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Edit Registry**.
The right pane displays the registry of the computer to which you are connected.
For more information about using the Registry Editor, see the Windows documentation.

Viewing the event log

The Event Log feature lets you view information about application, system, and security events on the host computer. This feature functions like the Windows Event Log, except that the tasks are performed remotely on the host computer.

Symantec pcAnywhere lets you save the event log files locally in a comma separated values (CSV) format file. You can also forward the file to others by email if the email program that is installed on your computer supports MAPI. Examples of MAPI-enabled email programs include Microsoft Outlook. Non-MAPI-enabled email programs might not support this feature.

To view the event log

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Event Log**.
- 3 In the right pane, in the list box at the bottom of the window, select the log that you want to view.
The System Log is displayed by default.

- 4 To view more information about a specific event, double-click it.
- 5 To save the file on the remote computer, click **Save Locally**.

Filtering events

Use event filtering to view only the types of events that you want to see. For example, you can filter the log to display only the warning messages. This reduces the amount of information that is displayed in the window and helps you quickly find the information that you need.

To filter events

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Event Log**.
- 3 In the right pane, click **Filter**.
- 4 In the Event Filter window, select only the types of information that you want to view.
Clear the check next to an item if you do not want to view it.
- 5 Click **OK**.

Viewing and uninstalling programs

The Installed Programs feature lets you view information about the programs and software updates that are installed on the host computer and uninstall them if necessary. Some programs might require user interaction (for example, to close open programs and save data) to complete the uninstall process. You should switch to remote control mode to ensure that the program is uninstalled successfully.

To view and uninstall programs

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Installed Programs**.
- 3 To uninstall a program, in the right pane, select the program that you want to remove, then click **Uninstall**.

Changing the computer state remotely

Symantec pcAnywhere lets you remotely lock, restart, or shut down a host computer or log off the user who is logged on to the host computer. The Change Computer State feature, available only in the Session Manager, lets you perform these tasks on the host computer to which you are connected.

Symantec pcAnywhere also lets you send these commands to one or more computers out of session using Quick Connect. Symantec pcAnywhere prompts you for configuration information and logon credentials before carrying out the action.

See [“Sending system state commands to one or more computers”](#) on page 116.

These commands do not support Windows XP Fast User Switching.

Restarting or shutting down a host computer during a remote management session

Symantec pcAnywhere lets you remotely restart or shut down a host computer during a remote management session. The remote management session ends after you send the command.

Symantec pcAnywhere lets you configure options for saving data and notifying the host user about the action that you are about to perform. For restart and shut down commands, you must prompt users to close open programs and save their work, or you must configure pcAnywhere to forcibly close open programs without saving data. This lets pcAnywhere close programs that might require user interaction to end a task (for example, saving a document). Some programs do not support forcible termination.

To restart or shut down a host computer during a remote management session

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2 Under Remote Management, click **Change Computer State**.
- 3 In the right pane, select one of the following:
 - Restart computer
 - Shut down computer

- 4 Under Options, select one of the following:
 - Prompt user: Notifies the user about the action that you are about to perform.
Select the number of seconds that the user has to respond to the prompt. If the timeout period expires, the action is carried out automatically.
 - Allow user to cancel: Sends a confirmation prompt to the host user.
This option is available only if you select Prompt user.
 - Message to display: Lets you type a message that you want to send to the host user.
This option is available only if you select Prompt user.
 - Close open programs without saving data: Forcibly closes any programs that are running. The user will lose any unsaved data.
- 5 Click Send.

Locking a computer or logging off a user during a remote management session

Symantec pcAnywhere lets you remotely lock a host computer or log off the user who is logged on to the host computer during a remote management session. The remote management session ends after you send the command.

Symantec pcAnywhere lets you configure options for saving data and notifying the host user about the action that you are about to perform. For the log off command, you must prompt users to close open programs and save their work, or you must configure pcAnywhere to forcibly close open programs without saving data. This lets pcAnywhere close programs that might require user interaction to end a task (for example, saving a document). Some programs do not support forcible termination.

The lock computer option is available on Windows NT/2000/XP only. If the host computer is running Windows 98/Me, this command starts the Windows screen saver if one is configured on the host computer. For added security, the host user can password-protect the screen saver.

To lock a computer or log off a user during a remote management session

- 1** In the Session Manager window, on the left navigation bar, under Session Manager, click **Remote Management**.
- 2** Under Remote Management, click **Change Computer State**.
- 3** In the right pane, select one of the following:
 - Lock computer (Windows NT, 2000, XP only)
 - Log off user
- 4** Under Options, select one of the following:
 - Prompt user: Notifies the user about the action that you are about to perform.
 Select the number of seconds that the user has to respond to the prompt. If the timeout period expires, the action is carried out automatically.
 - Allow user to cancel: Sends a confirmation prompt to the host user.
 This option is available only if you select Prompt user.
 - Message to display: Lets you type a message that you want to send to the host user.
 This option is available only if you select Prompt user.
 - Close open programs without saving data: Forcibly closes any programs that are running. The user will lose any unsaved data.
 This option is not available for Lock computer.
- 5** Click **Send**.

Sending system state commands to one or more computers

Symantec pcAnywhere lets you send a shut down, restart, log off user, or lock computer command to one or more computers from the pcAnywhere Manager. When you select one of these commands, pcAnywhere prompts you for caller logon credentials and configuration information to connect to the host computers. If the host computers are running Windows NT/2000/XP, the operating system might also prompt you for computer logon credentials.

The lock computer option is available on Windows NT/2000/XP only. If the host computer is running Windows 98/Me, this command starts the Windows screen saver if one is configured on the host computer. For added security, the host user can password-protect the screen saver.

To send system state commands to one or more computers

- 1 In the pcAnywhere Manager window, on the left navigation bar, select one of the following:
 - Remotes
 - Quick Connect
 - Favorites
 - History
- 2 In the right pane, select one or more host computers (or the connection item files that represents the host computers) to which you want to send a command.
- 3 On the File menu, click Send Command, then select one of the following:
 - Shut Down
 - Restart
 - Log Off
 - Lock Computer

After you select the command that you want to run, pcAnywhere opens the Remote Management Properties window, which lets you configure logon information and shut down options.

Configuring host logon credentials for remote management

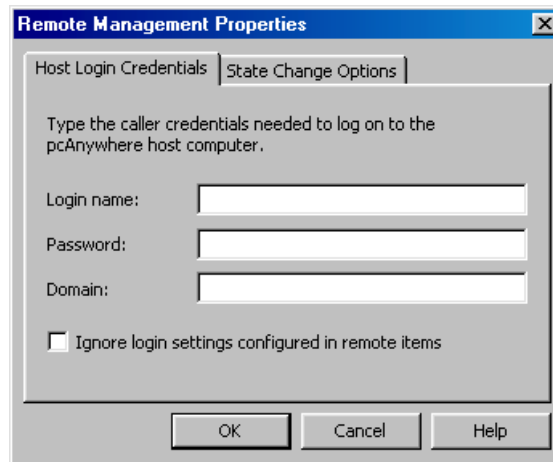
Symantec pcAnywhere requires a user name and password for all host sessions. To send a remote management command to one or more computers from pcAnywhere Manager, you must specify the pcAnywhere caller credentials needed to log on to the host computer. pcAnywhere automatically prompts you for this information.

The caller logon credentials that you specify in the Remote Management Properties window are sent to each computer that you have selected. If a remote connection item is already configured to send logon credentials automatically, you can configure pcAnywhere to override the preconfigured logon information.

To configure host logon credentials for remote management

- 1 In the Remote Management Properties window, on the Host Login Credentials tab, type your user name.

This window appears automatically after you select a remote management command.



- 2 Type your password.
- 3 If you are connecting to a Windows NT/2000/XP host and have been assigned to a domain, type your domain name, using the following format: domain\user
- 4 To override any preconfigured logon credentials in a remote connection item, check **Ignore login settings configured in remote items**.
- 5 Click OK.

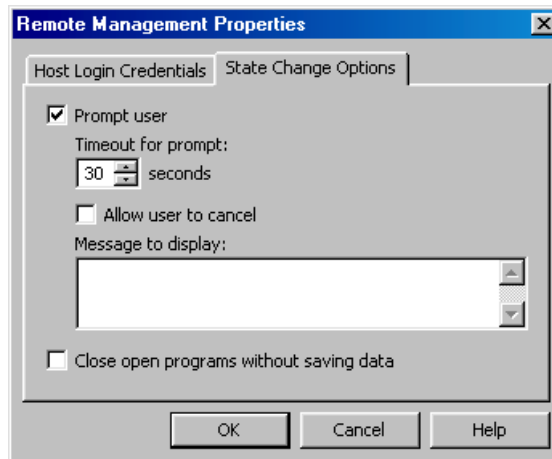
If the host computer is running Windows NT/2000/XP, the operating system might prompt you for computer logon credentials.

Configuring shut down options for remote management

If you are sending a command to shut down a host computer, pcAnywhere lets you configure options for saving data and notifying the host user about the action that you are about to perform. You must prompt users to close open programs and save their work, or you must configure pcAnywhere to forcibly close open programs without saving data. This lets pcAnywhere close programs that might require user interaction to end a task (for example, saving a document). Some programs do not support forcible termination.

To configure shut down options for remote management

- 1** In the Remote Management Properties window, on the State Change Options tab, select any of the following:
 - **Prompt user:** Notifies the user about the action that you are about to perform.
Select the number of seconds that the user has to respond to the prompt. If the timeout period expires, the action is carried out automatically.
 - **Allow user to cancel:** Sends a confirmation prompt to the host user.
This option is available only if Prompt user is selected.
 - **Message to display:** Lets you type a message that you want to send to the host user.
This option is available only if Prompt user is selected.
 - **Close open programs without saving data:** Forcibly closes any programs that are running. The user will lose any unsaved data.



- 2** Click OK.

Ending a remote management session

Ending a session returns you to the pcAnywhere Manager window. The end of session options that are configured for the host connection item determine whether the host waits for another connection or is cancelled. The caller rights that are configured for the host connection item determine whether the remote user is allowed to cancel the host.

To end a remote management session

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **End Session**.
- 2 In the confirmation window, click **Yes**.

If you have permission to restart the host computer, you can choose whether the host should accept other connections or cancel the host by restarting the computer.

Transferring files and folders

This chapter includes the following topics:

- [About pcAnywhere File Manager](#)
- [Changing file transfer preferences](#)
- [Starting a file transfer session](#)
- [About synchronization and cloning](#)

About pcAnywhere File Manager

The pcAnywhere File Manager lets you quickly navigate to the files and folders that you need, transfer files and folders to and from another computer, and synchronize content. Files transfer in the background, so you can continue to work or queue other files.

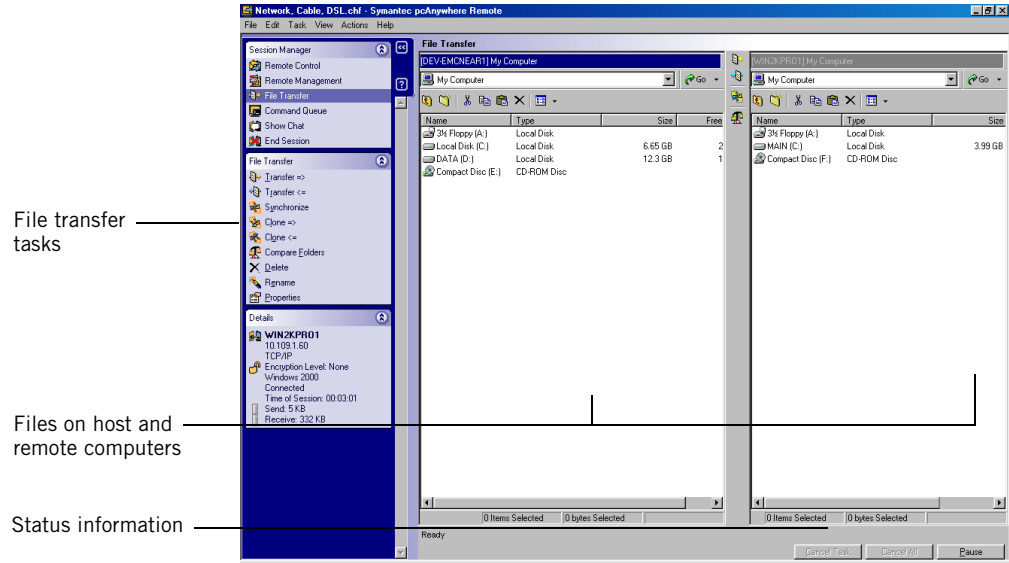
You must be in session to access the pcAnywhere File Manager. The first time that you open the File Transfer window, it lists the files and folders under My Computer. You can specify another starting point, as well as other file transfer preferences, by editing the default preferences.

See “[Changing file transfer preferences](#)” on page 127.

In the File Transfer window, the left pane lists the files and folders on your computer. The right pane lists the files and folders on the computer to which you are connected. Located between the two panes is an action bar, which contains shortcut buttons for commonly performed tasks.

[Figure 7-1](#) shows the pcAnywhere File Manager.

Figure 7-1 pcAnywhere File Manager



The File Transfer window works like Windows Explorer. You can sort files by name, type, size, or date as well as view or hide file details.

Getting to files quickly

If you know the location of the file that you want, you can type the full path to the folder in the box at the top of the window or select a folder name from the list. You can also use the tagging feature to quickly select files and folders.

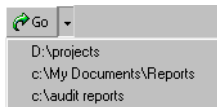
Going to a recently visited file location

Symantec pcAnywhere saves the most recent path names in a Go list for quick access. This list is dynamic: the most recently typed path name is listed at the top, and older path names are replaced by newer ones. You can maintain a separate Go list for the host and remote computers.

Note: To use this feature, both computers must be running pcAnywhere version 10.0 or later.

To go to a recently visited file location

- ◆ In the File Transfer window, in either the left or right pane, click the down arrow next to Go, then select an entry in the list.



Tagging all files in a folder

Use this feature to quickly select all files in your folder, so that you can transfer them.

To tag all files in a folder

- 1 In the File Transfer window, open the folder that contains the files that you want.
- 2 On the Edit menu, click **Tag > Files**.

Tagging all folders in a directory

Use this feature to quickly select all of the folders in your directory, so that you can transfer, compare, or synchronize them.

To tag all folders in a directory

- 1 In the File Transfer window, go to the directory that contains the folders that you want.
- 2 On the Edit menu, click **Tag > Folders**.

Tagging files using wildcard characters

If you want to select only certain files in a folder or are unsure of the exact file name, use wildcard characters to select the files that meet your search criteria. You can use the following wildcard characters: *, ?, |.

Wildcard patterns are stored in a list, so you can select the ones that you use frequently. Symantec pcAnywhere lets you type a string of wildcard characters to tag several different types of files at once. For example, you can enter a string that searches for all .doc, .xls, and .exe files.

To tag files using wildcard characters

- 1 In the File Transfer window, open the folder that contains the files that you want.
- 2 On the Edit menu, click **Tag > Tag by**.
- 3 In the Tag By window, check **Tag items by wildcard pattern**.
- 4 Type or select the wildcard pattern that you want to use.
If you are typing a string of wildcard characters, use a comma to separate the entries.
For example:
*.doc
*.doc, *.xls, *.exe
*.htm, *.html
- 5 Click **OK**.

Tagging files by date modified

Symantec pcAnywhere lets you tag files by the date they were last modified, so you can quickly locate the files that you have most recently used.

To tag files by date modified

- 1 In the File Transfer window, open the folder that contains the files that you want.
- 2 On the Edit menu, click **Tag > Tag by**.
- 3 In the Tag By window, check **Tag items by date last modified**.
- 4 Type the number of days by which you want to search.
- 5 Click **OK**.

Managing files and folders

Symantec pcAnywhere lets you perform basic file and folder management tasks such as copying, moving, and deleting files or folders on the host or remote computer. These tasks are automatically added to the Command Queue. Symantec pcAnywhere lets you save the command queue file to use later to automate tasks.

See [“Automating file transfer and management tasks”](#) on page 135.

Creating a new folder

You can create a new folder for storing files on either the host or remote computer.

To create a new folder

- 1 In the File Transfer window, select the folder or drive in which you want to create the new folder.
- 2 On the File menu, click **New Folder**.
- 3 Type the name of the new folder.
- 4 Press **Enter**.

Deleting a file or folder

Symantec pcAnywhere lets you delete files and folders on either the host or remote computer.

To delete a file or folder

- 1 In the File Transfer window, select the file or folder that you want to delete.
- 2 Press **Delete**.
- 3 In the confirmation dialog box, click **Yes**.

Renaming a file or folder

Symantec pcAnywhere lets you rename files and folders on either the host or remote computer.

To rename a file or folder

- 1 In the File Transfer window, select the file or folder that you want to rename.
- 2 On the File menu, click **Rename**.
- 3 Type a new name.
- 4 Press **Enter**.

Copying a file or folder

Symantec pcAnywhere lets you copy a file or folder from one computer to another.

To copy a file or folder

- 1 In the File Transfer window, right-click the file or folder that you want to copy, then click **Copy**.
- 2 Navigate to the location on the other computer where you want to place the copy.
- 3 Right-click, then click **Paste**.
- 4 In the confirmation dialog box, click **Yes**.

Comparing folders

The Compare Folders feature lets you quickly determine how closely the contents of two folders match. Symantec pcAnywhere compares the contents of the folders on the host and remote computers and highlights any differences. Symantec pcAnywhere performs comparisons at the folder level. To compare the contents of subfolders, you must open each subfolder, then do a comparison.

Use this feature before synchronizing or cloning folders to ensure that you do not copy a file that you no longer need or inadvertently delete an important file.

To compare folders

- 1 In the File Transfer window, in the left pane, open the folder that you want to compare with a folder on the other computer.
- 2 In the right pane, open the folder on the other computer.
- 3 On the File menu, click **Compare Folders**.

Changing file transfer preferences

You can specify the default file transfer preferences for all file transfer sessions or change them during a session. Changes that you make during a session affect only the current session.

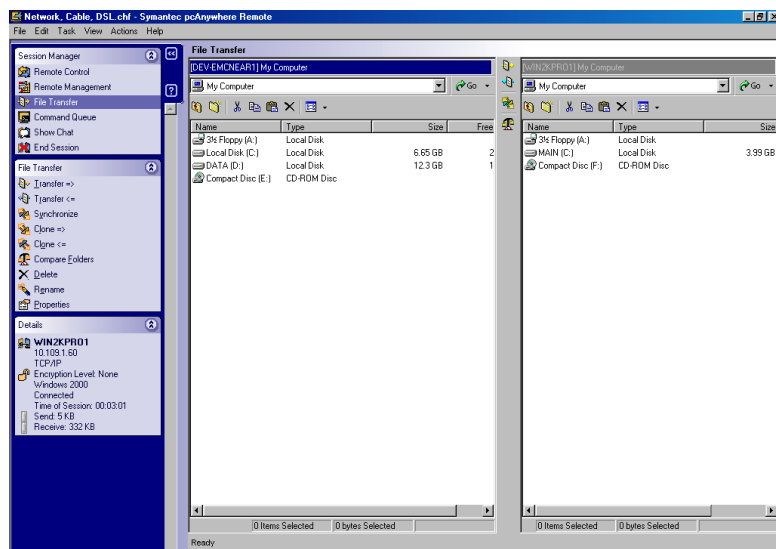
See [“Changing file transfer settings during a session”](#) on page 132.

Selecting a start-up location

Symantec pcAnywhere lets you specify the default directory or folder from which the File Transfer window opens. By default, pcAnywhere starts from the location of the most recent file transfer. If the location that you specify no longer exists or cannot be found, pcAnywhere File Manager starts from My Computer.

To select a start-up location

- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 On the File Transfer tab, select one of the following:
 - Previous location: Lets you start the pcAnywhere File Manager from the location of your most recent file transfer.
 - Specified folder: Lets you specify the folder from which you want the File Manager to start.
 Type the path to the folder.



- 3 Click **OK**.

Selecting an overwrite option

By default, pcAnywhere prompts you for confirmation before performing an action that might result in data loss, such as replacing an older file with a newer one. You should change this setting if you plan to perform an automatic file transfer and will not be available to respond to a confirmation prompt.

To select an overwrite option

- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 On the File Transfer tab, in the Destination File list, select the overwrite option that you want to use if a file with the same name already exists in the destination directory.
To find this tab, click the left and right arrows in the pcAnywhere Options window to scroll through the list.
- 3 Click **OK**.

Increasing file transfer performance

Symantec pcAnywhere is configured with optimum settings for file transfer, but if you notice a difference in speed or performance, you should check the settings.

To increase file transfer performance

- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 On the File Transfer tab, select any of the following:
 - **Use Compression:** Compresses files during file transfer.
Selecting this option can speed up the file transfer if you are transferring a large text file that has not been compressed by some other means, such as a zip tool.
 - **Use SpeedSend:** Compares the contents of files with duplicate file names in the source and destination directories and transfers only the portions of the source file that differ.
 - **Pause remote control:** Pauses the remote control session to give full bandwidth to the file transfer.To find this tab, click the left and right arrows in the pcAnywhere Options window to scroll through the list.
- 3 Click **OK**.

Starting a file transfer session

Symantec pcAnywhere lets you start a file transfer session in the following ways:

- Starting a remote connection item
- Using Quick Connect
- Switching to file transfer mode during a session

If you are starting a file transfer connection from pcAnywhere Manager, pcAnywhere prompts you for the caller logon credentials to connect to the pcAnywhere host. If the host computer is running Windows NT/2000/XP, the operating system might also prompt you for computer logon credentials.

Transferring files between computers

When you transfer files between a host and remote computer, the File Transfer window displays a progress bar at the bottom of the window, status information, and the full file name and path name of each file that is included in the operation. Symantec pcAnywhere adds this information to the Command Queue, which you can save to automate future tasks.

Only the remote user can initiate a file transfer. During the file transfer, a dialog box appears on the host computer screen, which provides status information and the option to cancel the file transfer.

To transfer files between computers

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **File Transfer**.
- 2 In the File Transfer window, select the files that you want to transfer.
The left pane displays the files on your computer. The right pane displays the files on the computer to which you are connected.
- 3 On the left navigation bar, under File Transfer, select the Transfer option that points in the direction to which you want to transfer files.
The right pointing arrow transfers files from your computer to the computer to which you are connected. The left pointing arrow transfers files from the computer to which you are connected to your computer.

Cancelling a file transfer operation

Depending on the speed of your connection and the number and size of the files that are included in the operation, you can cancel the transfer of the file that is currently being sent or cancel all files in the operation. This action does not affect files that have already been sent.

To cancel a file transfer operation

- ◆ In the File Transfer window, select one of the following:
 - **Cancel Task:** Cancels the file that is currently being sent
 - **Cancel All:** Cancels all files in the operation that have not already been sent

Pausing a file transfer operation

Depending on the speed of your connection and the number and size of the files that are included in the operation, you can pause a file transfer operation, view the Command Queue, and make changes. This action does not affect files that have already been sent.

See [“Viewing the Command Queue during a file transfer operation”](#) on page 131.

To pause a file transfer operation

- ◆ In the File Transfer window, click **Pause**.

Viewing the Command Queue during a file transfer operation

While a file transfer is in progress, pcAnywhere lets you select additional files for transfer and lets you perform other tasks. These operations are sent to the Command Queue to wait until the operations that precede them are complete.

The Command Queue lets you view file transfer operations that are in progress, modify pending operations, and set up command queue files to automate tasks.

See [“Automating file transfer and management tasks”](#) on page 135.

To view the Command Queue during a file transfer operation

- 1 In the Session Manager window, on the left navigation bar, under Session Manager, click **Command Queue**.
- 2 In the Command Queue window, under Operation, select the command that you want to change, then on the left navigation bar, under Command Queue, select the action that you want to perform.
Symantec pcAnywhere lets you cancel or remove one or more commands and move a command up or down in the order of operations. To restart the queue, click **Restart Queue**.

Changing file transfer settings during a session

You can change performance, overwrite, and end-of-session settings during a file transfer session. This opens the Command Queue Properties window, which lets you manage preferences for file transfer and command queue tasks.

To change file transfer settings during a session

- 1 In the Session Manager window, on the Edit menu, click **Preferences**.
- 2 In the Command Queue Properties window, select the options that you want to use.
See [“Automating file transfer and management tasks”](#) on page 135.
- 3 Click **OK**.

About synchronization and cloning

Synchronizing and cloning help you quickly match the contents of a folder on the host computer with a folder on the remote computer. However, they perform this function differently. Synchronization involves a two-way comparison between two folders. Files are added to each folder to make the contents of each folder match. No files are deleted. Cloning involves a one-way comparison between two folders. Files are added or removed from one folder to match the content of the other folder.

Synchronizing folders

Synchronize folders to ensure that the host and remote computers each have copies of the most recent files. If one folder contains a file that the other folder does not have, the missing file is added to the other folder. If both folders contain a file with the same name, the older version is replaced by the newer version.

Before you synchronize folders, pcAnywhere lets you compare folders to identify and delete any obsolete files.

See [“Comparing folders”](#) on page 127.

To synchronize folders

- 1 In the File Transfer window, select the folder on your computer that you want to synchronize with a folder on the other computer.
- 2 Select the folder on the other computer with which you want to synchronize.
- 3 On the left navigation bar, under File Transfer, click **Synchronize**.
- 4 In the confirmation dialog box, click **Yes**.

Synchronizing folders by file type

Symantec pcAnywhere lets you limit the synchronization between folders to certain file types. For example, you can synchronize only the *.doc files in the folder to ensure that the host and remote computers each have copies of the most recent files. During the synchronization, pcAnywhere ignores other file types that might be included in the folders.

To synchronize folders by file type

- 1 In the File Transfer window, select the files on your computer that you want to synchronize with files on the other computer.
- 2 Select the files on the other computer with which you want to synchronize.
- 3 On the File menu, click **Synchronize**.
- 4 In the confirmation dialog box, click **Yes**.

Cloning a folder

Clone folders to ensure that the contents of one folder match the contents of another folder. Unlike synchronization, which makes the contents of two folders match by adding files to both, cloning adds and deletes files in the destination folder to make it match the contents of the source folder.

Files and subfolders in the source folder are added to the destination folder if they do not already exist. Files and subfolders located in the destination folder that do not exist in the source folder will be deleted. Duplicate files and subfolders in the destination folder will be replaced with the most recent versions.

Before performing this procedure, perform a comparison of the two folders to avoid losing data.

See [“Comparing folders”](#) on page 127.

To clone a folder

- 1** In the File Transfer window, open the destination folder where you want to put the duplicated files and subfolders.
- 2** Open the source folder that you want to duplicate.
- 3** On the File menu, click **Clone**.
- 4** In the confirmation dialog box, click **Yes**.

Automating file transfer and management tasks

This chapter includes the following topics:

- [About the Command Queue](#)
- [Creating a command queue file to automate tasks](#)
- [Creating a command queue file during a session](#)
- [Running a command queue file](#)

About the Command Queue

The Command Queue lets you view file transfer operations that are in progress, modify pending operations, and set up command queue files to automate tasks. File transfer send, receive, and synchronize operations that are performed in the File Transfer window are automatically added to the Command Queue and run in the background.

Symantec pcAnywhere lets you save these commands in a queue file (.cqf) to use later or you can create your own command queue file.

The following are examples of how you can use a command queue file:

- Distribute and install software updates on one or more computers.
- Transfer one or more files to multiple computers simultaneously.
- Run Windows command-line and end-of-session commands on one or more computers.
- Automate file transfer and management tasks, such as synchronizing folders on your work and home computers at the end of each day.

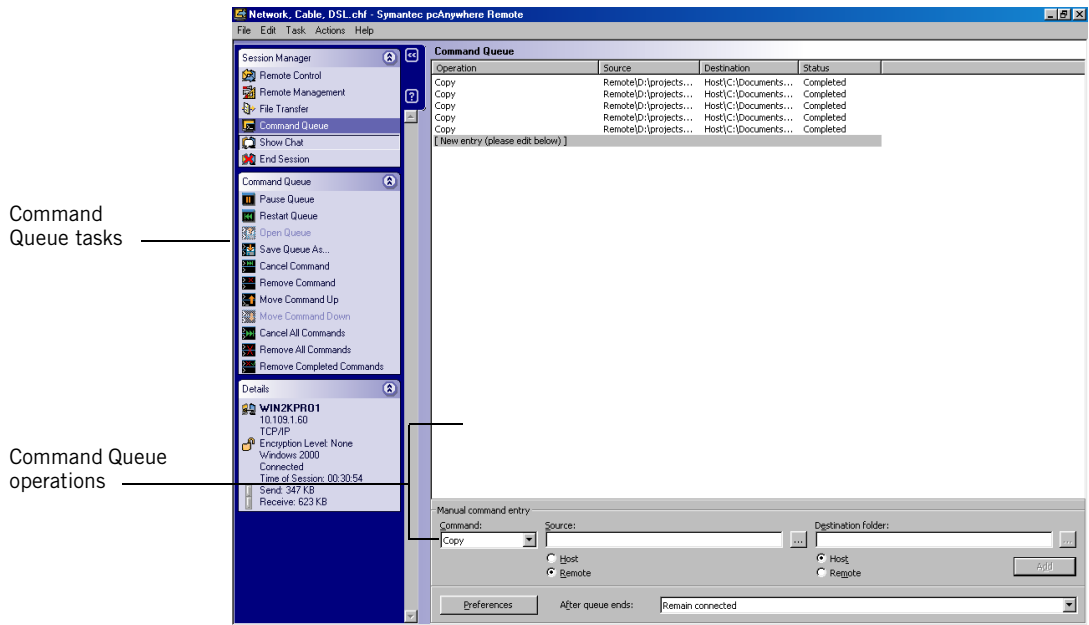
Use the command queue files with the Windows Task Scheduler to run the queue automatically.

See [“Scheduling a command queue file to run automatically”](#) on page 153.

Note: The Command Queue replaces the AutoTransfer feature that was provided in earlier versions of pcAnywhere. Symantec pcAnywhere provides an ATF Converter tool, which lets you convert AutoTransfer (.atf) files that were created in pcAnywhere 10.0 or later to command queue files. The ATF Converter tool is located in the Unsupported folder on the Symantec pcAnywhere CD.

Figure 8-1 shows the Command Queue window during a session.

Figure 8-1 Command Queue window during a session



Creating a command queue file to automate tasks

Symantec pcAnywhere lets you create a command queue file that contains file transfer, command-line, and end-of-session commands while you work offline. These queue files are added to the pcAnywhere Manager, which lets you connect to a host computer later and run the commands that are contained in the queue file.

For example, you can create a queue file to distribute and install software updates on a group of computers on your network. The following is an example of how to set up the command queue file:

- Add a command to create a folder on the host computer in which you want to install the software.
See [“Creating a folder on the host or remote computer”](#) on page 141.
- Add a command to copy the executable file from the remote computer to the directory that you created on the host computer.
See [“Copying or moving a file”](#) on page 138.

- Add a command to run the executable file, including the full path and any parameters.
See [“Sending a command line”](#) on page 142.
- Add the list of host computers on which you want to install the software.
See [“Adding remote connection items to a command queue file”](#) on page 143.
- Specify the end-of-session options that you want to use.
For example, you can configure the queue file to restart the host computer if the software that you are installing requires a restart.
See [“Selecting end of session options for command queues”](#) on page 145.

Adding commands to a queue file

Symantec pcAnywhere lets you add file or folder management commands, Windows command-line commands, and remote management end-of-session commands to a queue file. File commands include copying, moving, deleting, and renaming. Folder management commands include creating, deleting, and synchronizing folders.

Copying or moving a file

You can manually add a command to copy or move files between the host and remote computers. Symantec pcAnywhere lets you browse directories on the remote computer. You must type the full path to files and folders on the host computer.

To copy or move a file

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Command Queues**.
- 2 Do one of the following:
 - To configure an existing command queue file, right-click the file, then click **Properties**.
 - To configure a new command queue file, on the File menu, click **New > Item**.
- 3 On the Commands tab, under Command, do one of the following:
 - To copy files to the host or remote computer, click **Copy**.
 - To move files from one computer to another, click **Move**.

- 4 Do one of the following:
 - To copy or move a file from the host computer to the remote computer, under Source, click **Host**, then type the full path to the file that you want to copy or move.
 - To copy or move a file from the remote computer to the host computer, under Source, click **Remote**, then type the full path to the file that you want to copy or move.
- 5 Do one of the following:
 - To copy or move a file from the host computer to the remote computer, under Destination, click **Remote**, then type the full path to the folder in which you want to place the file.
 - To copy or move a file from the remote computer to the host computer, under Destination, click **Host**, then type the full path to the folder in which you want to place the file.
- 6 Click **Add**.
- 7 Click **OK**.

Deleting a file

Files that are deleted during a file transfer operation are automatically added to the Command Queue. Symantec pcAnywhere also lets you manually add delete commands to a command queue file.

Symantec pcAnywhere lets you browse directories on the remote computer. You must type the full path to files and folders on the host computer.

To delete a file

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Command Queues**.
- 2 Do one of the following:
 - To configure an existing command queue file, right-click the file, then click **Properties**.
 - To configure a new command queue file, on the File menu, click **New > Item**.
- 3 On the Commands tab, under Command, click **Delete**.

- 4 Do one of the following:
 - To delete a file on the host computer, under Source, click **Host**, then type the full path to the file.
 - To delete a file on the remote computer, under Source, click **Remote**, then type the full path to the file.
- 5 Click **Add**.
- 6 Click **OK**.

Renaming a file on the host or remote computer

Files that are renamed during a file transfer operation are not automatically added to the Command Queue. Symantec pcAnywhere lets you manually add rename commands to a command queue file. The rename command can be run only on one computer, either the host or remote.

Symantec pcAnywhere lets you browse directories on the remote computer. You must type the full path to files and folders on the host computer.

To rename a file on the host or remote computer

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Command Queues**.
- 2 Do one of the following:
 - To configure an existing command queue file, right-click the file, then click **Properties**.
 - To configure a new command queue file, on the File menu, click **New > Item**.
- 3 On the Commands tab, under Command, click **Rename**.
- 4 Do one of the following:
 - To rename a file on the host computer, under Source, click **Host**, then type the full path to the file.
 - To rename a file on the remote computer, under Source, click **Remote**, then type the full path to the file.
- 5 Do one of the following:
 - To rename a file on the host computer, under Destination, type the full path and new name of the file.
 - To rename a file on the remote computer, under Source, type the full path and new name of the file.

6 Click **Add**.

7 Click **OK**.

Creating a folder on the host or remote computer

Folders that are created during a file transfer operation are not automatically added to the Command Queue. Symantec pcAnywhere lets you manually add create folder commands to a command queue file. The create folder command can be run only on one computer, either the host or remote.

Symantec pcAnywhere lets you browse directories on the remote computer. You must type the full path to files and folders on the host computer.

To create a folder on the host or remote computer

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Command Queues**.
- 2 Do one of the following:
 - To configure an existing command queue file, right-click the file, then click **Properties**.
 - To configure a new command queue file, on the File menu, click **New > Item**.
- 3 On the Commands tab, under Command, click **Create folder**.
- 4 Do one of the following:
 - To create a folder on the host computer, under Source, click **Host**, then type the full path to the folder.
 - To create a folder on the remote computer, under Source, click **Remote**, then type the full path to the folder.
- 5 Click **Add**.
- 6 Click **OK**.

Synchronizing folders on the host and remote computers

You can manually add a command to synchronize folders on the host and remote computers to ensure that both folders have the same content. During a synchronization, if one folder contains a file that the other folder does not have, the missing file is added to the other folder. If both folders contain a file with the same name, the older version is replaced by the newer version.

Symantec pcAnywhere lets you browse directories on the remote computer. You must type the full path to files and folders on the host computer.

To synchronize folders on the host and remote computers

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Command Queues**.
- 2 Do one of the following:
 - To configure an existing command queue file, right-click the file, then click **Properties**.
 - To configure a new command queue file, on the File menu, click **New > Item**.
- 3 On the Commands tab, click **Synchronize**.
- 4 Under Remote folder, type the full path to the folder on the remote computer with which you want to synchronize.
- 5 Under Host folder, type the full path to the folder on the host computer with which you want to synchronize.
- 6 Click **Add**.
- 7 Click **OK**.

Sending a command line

Symantec pcAnywhere lets you include command lines in a command queue file. This feature functions similarly to the Run feature in Windows.

For example, you can send commands to create a directory on a host computer and run an executable file to silently install a program in that directory. The executable file must be on the host computer. You can include a command in the queue file to copy the executable file to the host computer.

See [“Copying or moving a file”](#) on page 138.

To send a command line

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Command Queues**.
- 2 Do one of the following:
 - To configure an existing command queue file, right-click the file, then click **Properties**.
 - To configure a new command queue file, on the File menu, click **New > Item**.
- 3 On the Commands tab, click **Run command**.

- 4 Under source, type the command line and parameters that you want to run on the host.
To run an executable file on the host, the file must be located on the host computer, and you must type the full path to the file.
- 5 Click **Add**.
- 6 Click **OK**.

Arranging items in the queue file

Symantec pcAnywhere runs the commands that are contained in the queue file sequentially, starting with the first item in the list. New commands that you add to the queue file are added to the bottom of the list. Symantec pcAnywhere lets you edit a queue file to rearrange the order of the commands.

To arrange items in the queue file

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Command Queues**.
- 2 Do one of the following:
 - To configure an existing command queue file, right-click the file, then click **Properties**.
 - To configure a new command queue file, on the File menu, click **New > Item**.
- 3 On the Commands tab, under Command list, do one of the following:
 - To move a command up in the order of commands, select the command, then click **Move Up**.
 - To move a command down in the order of commands, select the command, then click **Move Down**.
 - To remove a command, select the command, then click **Delete**.
 - To remove all commands, click **Clear All**.
- 4 Click **OK**.

Adding remote connection items to a command queue file

Symantec pcAnywhere lets you add remote connection items to a command queue file to automate the connection process and perform tasks on multiple computers. As the queue file runs, pcAnywhere connects to each host computer sequentially using the connection and security information that is configured in the remote connection items.

After running the commands on the first computer in the connection list, pcAnywhere ends the connection, then connects to the next computer in the list. This process continues until the list of commands has been completed or attempted on each host computer.

To add remote connection items to a command queue file

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Command Queues**.
- 2 In the Command Queues window, do one of the following:
 - To configure an existing command queue file, right-click the file, then click **Properties**.
 - To configure a new command queue file, on the File menu, click **New > Item**.
- 3 On the Remotes tab, do one of the following:
 - To add a remote connection item that you have already configured, click **Add Existing**.
This opens the default data directory for the remote connection item files (.chf). Select the file that you want to add, then click **Open**.
 - To configure a new remote connection item, click **Add New**.
This opens the advanced properties for a new remote connection item. See [“Configuring a remote connection using advanced properties”](#) on page 76.
- 4 Repeat step 3 for each remote connection item that you want to add.
- 5 Click **OK**.

Selecting file handling options for command queues

By default, pcAnywhere prompts you for confirmation before performing an action that might result in data loss, such as replacing an older file with a newer one. However, you should change this setting if you plan to perform an automatic file transfer and will not be available to respond to a confirmation prompt. If you configure the command queue file to run unattended, errors are displayed in the command queue status as failed. This does not stop the queue from running.

Symantec pcAnywhere is configured with optimum settings for file transfer, but if you notice a difference in speed or performance, you should check the settings.

To select file handling options for command queues

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Command Queues**.
- 2 Do one of the following:
 - To configure an existing command queue file, right-click the file, then click **Properties**.
 - To configure a new command queue file, on the File menu, click **New > Item**.
- 3 On the Settings tab, select any of the following:
 - **Confirm deletion of read-only/system/hidden files:** Prompts you to confirm the action before deleting these types of files.
Select this option only if you will be present to respond to the prompt.
 - **Use compression:** Compresses the files during transfer.
Selecting this option can speed up the file transfer if you are transferring a large text file that has not been compressed by some other means, such as a zip tool.
 - **Use SpeedSend:** Compares the contents of files with duplicate file names in the source and destination directories and transfers only the portions of the source file that differ.
- 4 In the Destination File list, select the overwrite option that you want to use if a file with the same name already exists in the destination directory.
Select **Verify** before overwriting only if you will be present to respond to the prompt.
- 5 Click **OK**.

Selecting end of session options for command queues

Select the state in which you want to leave the host computer after the queue runs. Some actions, such as installing a software update, might require you to restart the computer. You can configure the queue to do this automatically after the session ends. The options that you specify here will be carried out on each computer that is included in the remotes list.

Keeping the connection open

Symantec pcAnywhere lets you keep the connection open after running a command queue file, so you can perform other tasks.

To keep the connection open

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Command Queues**.
- 2 Do one of the following:
 - To configure an existing command queue file, right-click the file, then click **Properties**.
 - To configure a new command queue file, on the File menu, click **New > Item**.
- 3 On the Settings tab, under After queue ends, click **Remain connected**.
- 4 Click **OK**.

Disconnecting after the queue runs

Symantec pcAnywhere lets you automatically end the connection after the queue file runs. Use this option if you are running the queue file unattended.

To disconnect after the queue runs

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Command Queues**.
- 2 Do one of the following:
 - To configure an existing command queue file, right-click the file, then click **Properties**.
 - To configure a new command queue file, on the File menu, click **New > Item**.
- 3 On the Settings tab, under After queue ends, click **Disconnect**.
- 4 Click **OK**.

Locking a computer or logging off a user

Symantec pcAnywhere lets you automatically lock a host computer or log off the user who is logged on to the host computer after the queue file runs. To use these features, the host and remote computers must have the remote management components installed.

Symantec pcAnywhere lets you configure options for saving data and notifying the host user about the action that you are about to perform. For the logoff command, you must prompt users to close open programs and save their work, or you must configure pcAnywhere to forcibly close open programs without saving data. This lets pcAnywhere close programs that might require user

interaction to end a task (for example, saving a document). Some programs do not support forcible termination.

The lock computer option is available on Windows NT/2000/XP only. If the host computer is running Windows 98/Me, this command starts the Windows screen saver if one is configured on the host computer. For added security, the host user can password-protect the screen saver.

To lock a computer or log off a user

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Command Queues**.
- 2 Do one of the following:
 - To configure an existing command queue file, right-click the file, then click **Properties**.
 - To configure a new command queue file, on the File menu, click **New > Item**.
- 3 On the Settings tab, under After queue ends, do one of the following:
 - To lock a computer on Windows NT/2000/XP, click **Disconnect and lock host computer**.
 - To log off the user who is logged on, click **Disconnect and log off host computer**.
- 4 Select any of the following:
 - **Prompt user**: Notifies the user about the action that you are about to perform.
Select the number of seconds that the user has to respond to the prompt. If the timeout period expires, the action is carried out automatically.
 - **Allow user to cancel**: Sends a confirmation prompt to the host user.
This option is available only if you select Prompt user.
 - **Message to display**: Lets you type a message that you want to send to the host user.
This option is available only if you select Prompt user.
 - **Close open programs without saving data**: Forcibly closes any programs that are running. The user will lose any unsaved data.
This option is not available for the lock computer option.
- 5 Click **OK**.

Restarting or shutting down a host computer

Symantec pcAnywhere lets you automatically restart or shut down a host computer after the queue file runs. To use these features, the host and remote computers must have the remote management components installed.

Symantec pcAnywhere lets you configure options for saving data and notifying the host user about the action that you are about to perform. You must prompt users to close open programs and save their work, or you must configure pcAnywhere to forcibly close open programs without saving data. This lets pcAnywhere close programs that might require user interaction to end a task (for example, saving a document). Some programs do not support forcible termination.

To restart or shut down a host computer

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Command Queues**.
- 2 Do one of the following:
 - To configure an existing command queue file, right-click the file, then click **Properties**.
 - To configure a new command queue file, on the File menu, click **New > Item**.
- 3 On the Settings tab, under After queue ends, select one of the following:
 - Restart host computer
 - Shut down host computer
- 4 Select any of the following:
 - Prompt user: Notifies the user about the action that you are about to perform.
Select the number of seconds that the user has to respond to the prompt. If the timeout period expires, the action is carried out automatically.
 - Allow user to cancel: Sends a confirmation prompt to the host user.
This option is available only if you select Prompt user.
 - Message to display: Lets you type a message that you want to send to the host user.
This option is available only if you select Prompt user.
 - Close open programs without saving data: Forcibly closes any programs that are running. The user will lose any unsaved data.
- 5 Click **OK**.

Creating a command queue file during a session

File transfer and end-of-session remote management tasks that you perform in the Session Manager are automatically added to the Command Queue. Files transfer in the background, so you can continue to work or queue other files. After the queue runs, you can modify the order of operations, add or remove commands, and rearrange the order of commands.

Symantec pcAnywhere also lets you manually add commands to the Command Queue.

See [“Creating a command queue file to automate tasks”](#) on page 137.

Pausing the Command Queue

The Command Queue displays status information about the tasks that are running. To make changes to an operation in the queue that is running, you must first pause the queue.

To pause the Command Queue

- 1 In the Session Manager window, on the left navigation bar, click **Command Queue**.
- 2 On the left navigation bar, under Command Queue, click **Pause Queue**.

Removing a command from the command list

Symantec pcAnywhere lets you remove commands from the command list so that they are not included in the command queue file.

To remove a command from the command list

- 1 In the Session Manager window, on the left navigation bar, click **Command Queue**.
- 2 In the right pane, under Command list, select the command that you want to remove.
- 3 On the left navigation bar, under Command Queue, click **Remove Command**.

Arranging commands in the command list

Symantec pcAnywhere runs the commands that are in the Command Queue sequentially, starting with the first item in the list. New commands are added to the bottom of the list. Symantec pcAnywhere lets you rearrange the order of the commands in the command list.

To arrange commands in the command list

- 1 In the Session Manager window, on the left navigation bar, click **Command Queues**.
- 2 In the right pane, under Command list, select the command that you want to move.
- 3 On the left navigation bar, under Command Queue, do one of the following:
 - To move a command up in the order of commands, click **Move Up**.
 - To move a command down in the order of commands, click **Move Down**.
- 4 Click **OK**.

Saving a command queue file

Symantec pcAnywhere lets you save the Command Queue in a queue file that can be used later. You can also use the queue files with the Windows Task Scheduler to automate tasks. Symantec pcAnywhere saves the queue file (.cqf) in the default pcAnywhere data directory.

See [“Scheduling a command queue file to run automatically”](#) on page 153.

To save a command queue file

- 1 In the Session Manager window, on the left navigation bar, click **Command Queue**.
- 2 Under Command Queue, click **Save Queue As**.
- 3 In the Save As window, type a file name.
- 4 Click **Save**.

Running a command queue file

Symantec pcAnywhere lets you run a command queue file in the following ways:

- During a session, using the Session Manager
- Offline, using pcAnywhere Manager
- Automatically, using Windows Scheduler

Running a command queue file during a session

Symantec pcAnywhere lets you open a command queue file while in session and run it. If the Command Queue is already running, you must pause it first. If you have made changes in the Command Queue that have not been saved, pcAnywhere prompts you to save the changes first.

To run a command queue file during a session

- 1 In the Session Manager window, on the left navigation bar, click **Command Queue**.
- 2 Under Command Queue, click **Open Queue**.
- 3 In the Open window, select the command queue file that you want to open.
- 4 Click **Open**.

Symantec pcAnywhere runs the commands that are contained in the queue file.

Running a command queue file from pcAnywhere Manager

Symantec pcAnywhere lets you run a command queue file from the following locations:

- Command Queues
- Remotes
- Quick Connect

As the command queue file runs, pcAnywhere connects to each host computer sequentially using the connection and security information that is configured in the remote connection items or in Quick Connect. After running the commands on the first computer in the connection list, pcAnywhere ends the connection, then connects to the next computer in the list. This process continues until the list of commands has been completed or attempted on each host computer.

Running a command queue file from the Command Queues window

Symantec pcAnywhere places the command queue files that you create offline in the pcAnywhere Manager Command Queues window. If the command queue file does not contain any remote connection items, pcAnywhere prompts you to add one. As the queue runs, the Command Queue window displays status information. The only action that you can take in this window is to cancel the Command Queue. This ends the connection and stops any pending actions.

To run a command queue file from the Command Queues window

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Command Queues**.
- 2 In the right pane, under Command Queues, double-click the command queue file that you want to run.

Running a command queue file from the Remotes or Quick Connect windows

If you start a command queue from the Remotes or Quick Connect windows, pcAnywhere prompts you for the name of the command queue file, then for the pcAnywhere caller credentials that are needed to log on to the host computer. If you are connecting to multiple host computers, pcAnywhere lets you send these credentials to the other host computers. If these credentials are not correct, you will be prompted to type them again.

To run a command queue file from the Remotes or Quick Connect windows

- 1 In the pcAnywhere Manager window, on the left navigation bar, select one of the following:
 - Remotes
 - Quick Connect
- 2 In the right pane, do one of the following:
 - To run a command queue file using the connection settings that are configured in a remote connection item, in the right pane, right-click the connection item that you want to use, then click **Start Command Queue**.
 - To run a command queue file on one or more computers on your network using Quick Connect, in the right pane, select the computers on which you want to run the command queue file, right-click, then click **Start Command Queue**.

Scheduling a command queue file to run automatically

Symantec pcAnywhere lets you add a command queue file to the Windows Task Scheduler so that you can run the queue file automatically at a scheduled time. Scheduled tasks run in the background. You should set up the command queue file to automatically disconnect after the command queue file runs.

See [“Selecting end of session options for command queues”](#) on page 145.

As the command queue file runs, pcAnywhere connects to each host computer sequentially using the connection and security information that is configured in the remote connection items. After running the commands on the first computer in the connection list, pcAnywhere ends the connection, then connects to the next computer in the list. This process continues until the list of commands has been completed or attempted on each host computer.

If a host is busy, pcAnywhere displays a dialog message on the remote computer for several seconds. If the remote user does not respond to the prompt, pcAnywhere continues with the next operation in the queue file.

To schedule a command queue file to run automatically

- 1 Do one of the following:
 - In Windows NT/2000/XP, on the Windows taskbar, click **Start > Settings > Control Panel**.
 - In Windows 98/Me, browse to the following folder:
C:\Windows\Start Menu\Programs\Accessories\System Tools
- 2 Double-click **Scheduled Tasks**.
In Windows NT/2000/XP, this starts the Scheduled Task Wizard. In Windows 98/Me, double-click **Add Scheduled Task** to start the wizard.
- 3 In the Scheduled Task Wizard window, click **Next**.
- 4 Browse to the folder that contains your command queue files (.cqf), then select the one that you want to schedule.
Symantec pcAnywhere stores the command queue files in the pcAnywhere data directory by default.
- 5 Click **Next**.
- 6 Type a name for the scheduled task.
- 7 Select the frequency with which you want to perform the task.
- 8 Click **Next**.

Running a command queue file

- 9** For daily, weekly, monthly, and one-time tasks, select the start time, start date, and time intervals for the scheduled task.
The information for which you are prompted varies depending on the frequency of the task.
- 10** Click **Next**.
- 11** Type the computer logon information for the user who will start the task.
- 12** Click **Next**.
- 13** Verify your settings.
- 14** Click **Finish**.
This adds the command queue file to the list of scheduled tasks in the Scheduled Task folder.

Securing your computer and sessions

This chapter includes the following topics:

- [Protecting a host computer from unauthorized access](#)
- [Limiting access rights](#)
- [Securing sessions](#)
- [Using encryption to protect data](#)
- [Protecting configuration settings](#)
- [Assessing host security](#)

Protecting a host computer from unauthorized access

When you set up a host computer so that others can connect to it, one of your primary concerns should be to protect the host from unauthorized access. Symantec pcAnywhere requires that you set up a logon account for users who connect to your computer and that you select an authentication method to verify their identities.

See [“Choosing an authentication type”](#) on page 156.

Symantec pcAnywhere also provides options for securing the host computer as it waits for connections and options for securing the logon process.

See [“Configuring logon security”](#) on page 160.

See [“Hiding the host name from network search results”](#) on page 161.

See [“Calling back remote users”](#) on page 162.

You can further control the level of access that a remote user has to your computer and other session options once a connection has been established.

See [“Limiting access rights”](#) on page 163.

Symantec pcAnywhere provides administrators with a number of global security options, which provide a high level of security because they block unauthorized users at the point of entry. These options include serialization and limiting connections to specific host names or IP addresses. For maximum security, these options should be used in conjunction with other security measures, especially encryption, which protects the data stream between a host and remote.

For more information, see the *Symantec pcAnywhere Administrator’s Guide*.

Choosing an authentication type

The first line of defense in protecting your computer and network from unauthorized access is to select the strongest type of user authentication that your computer environment supports. In pcAnywhere, user authentication is the process by which a user’s credentials are verified against a directory or access list to ensure that the user has permission to access the host computer.

Symantec pcAnywhere supports a variety of authentication types. The authentication type that you choose depends on your computing environment. For example, your administrator might use a directory server, like Microsoft Active Directory Services (ADS) or Novell Directory Services (NDS), to create and maintain user accounts to control access to the network.

You must select an authentication type, regardless of whether you are connected to a network. If you are not sure which type to use, contact your administrator.

Configuring a caller to use pcAnywhere Authentication

Symantec pcAnywhere Authentication can be used on any operating system. This method of authentication verifies whether a remote user has permission to connect to the host by checking the list of users and passwords that are maintained on the host computer. This method of authentication is the least secure.

To configure a caller to use pcAnywhere Authentication

- 1** In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2** In the right pane, under Hosts, right-click the connection item that you want to configure, then click **Properties**.
- 3** In the Host Properties window, on the Callers tab, under Authentication type, click **pcAnywhere**.
- 4** Under Caller list, click the New Item icon.
- 5** In the Caller Properties window, on the Identification tab, type a logon name for the remote user.
- 6** Type a password.
- 7** In the Confirm password box, retype the password.
- 8** Click **OK**.

Configuring a caller to use directory-server-based authentication

Symantec pcAnywhere supports Microsoft Active Directory Services (ADS), Novell Directory Services (NDS), Novell Bindery, and Lightweight Directory Access Protocol (LDAP) authentication if these authentication mechanisms are already in place on your network. These types of authentication validate a user or group of users by checking a list that is stored on the directory server.

ADS authentication is available on Windows 2000/XP only.

To configure a caller to use directory-server-based authentication

- 1** In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2** In the right pane, under Hosts, right-click the connection item that you want to configure, then click **Properties**.

- 3 In the Host Properties window, on the Callers tab, under Authentication type, select the ADS, NDS, or LDAP authentication type that you want to use.
- 4 Under Caller list, click the New Item icon.
- 5 In the Caller Properties window, on the Identification tab, do the following:
 - For ADS, NDS, or LDAP authentication types, browse the directory tree for your user or group name.
 - For Novell Bindery authentication, type a logon server and a valid user name.
- 6 Click OK.

Configuring a caller to use Windows-based authentication

Symantec pcAnywhere supports NT and Windows authentication types. These types of authentication validate a user or group by checking a list that is maintained on a workstation or shared directory. NT Caller Authentication is supported on Windows NT/2000/XP only.

To configure a caller to use Windows-based authentication

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, then click **Properties**.
- 3 In the Host Properties window, on the Callers tab, under Authentication type, select the Windows-based authentication method that you want to use.
- 4 Under Caller list, click the New Item icon.
- 5 In the Caller Properties window, on the Identification tab, select one of the following:
 - User: Lets you configure a caller account for an individual user.
 - Group: Lets you configure a caller account for a group of users.
- 6 Under Domain, select a computer or domain name.
- 7 Under Account, select a valid user or group name.
- 8 Click OK.

Configuring a caller to use RSA SecurID

RSA SecurID is a type of two-factor authentication. SecurID validates users against a security code, which is generated by an authenticator, and a user-provided PIN. Symantec pcAnywhere supports SecurID, if your network is configured to support it.

For more information about configuring pcAnywhere to use SecurID, see the *Symantec pcAnywhere Administrator's Guide*.

Note: To use RSA SecurID authentication, the host and remote computers must both be running pcAnywhere 11.0.

To configure a caller to use RSA SecurID

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, then click **Properties**.
- 3 In the Host Properties window, on the Callers tab, under Authentication type, click **RSA SecurID**.
- 4 Under Caller list, click the New Item icon.
- 5 In the Caller Properties window, on the Identification tab, type the user logon name.
This logon name must represent a valid user on the RSA ACE server.
- 6 Click **OK**.

Configuring a caller to use Web-based authentication

Web-based authentication types validate users by checking a user list that is associated with the Web-based service. Symantec pcAnywhere supports FTP, HTTP, and HTTPS.

Symantec pcAnywhere also supports Netscape LDAP, which is a directory-server-based authentication type.

See [“Configuring a caller to use directory-server-based authentication”](#) on page 157.

To configure a caller to use Web-based authentication

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, then click **Properties**.
- 3 In the Host Properties window, on the Callers tab, under Authentication type, select the Web-based authentication method that you want to use.
- 4 Under Caller list, click the New Item icon.
- 5 In the Caller Properties window, on the Identification tab, type the name of the authentication server.
- 6 Type the logon name for the user.
- 7 Click **OK**.

Configuring logon security

Securing the logon process protects the host computer from unauthorized access and denial of service. Symantec pcAnywhere lets you secure the logon process further by encrypting the session.

See [“Using encryption to protect data”](#) on page 168.

To configure logon security

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, then click **Properties**.

- 3 In the Host Properties window, on the Security Options tab, select any of the following:
 - **Prompt to confirm connection:** Notifies you when a remote user attempts to connect to your computer.
Select the number of seconds that you have to respond to the prompt. The default value is 10 seconds. To automatically disconnect the remote user if the timeout period expires, also check **Disconnect if timeout**.
 - **Make passwords case sensitive:** Lets you use a combination of uppercase and lowercase letters in a password. This setting applies to pcAnywhere Authentication only.
 - **Limit login attempts per call:** Specifies the number of times that a remote user can attempt to log on before being locked out.
The default value is three attempts.
 - **Limit time to complete login:** Specifies how much time a remote user has to log on successfully.
The default value is three minutes.
- 4 Click OK.

Hiding the host name from network search results

When a remote user starts a remote control session using a TCP/IP network connection and has not specified a host name or IP address, pcAnywhere automatically scans for available hosts that are running on the same network, letting the user select a host name from the list. For security reasons, a host user or administrator might not want the host name included in the list (for example, to minimize a server's exposure on a network). Symantec pcAnywhere lets you hide the host name from the search results.

To hide a host name from network search results

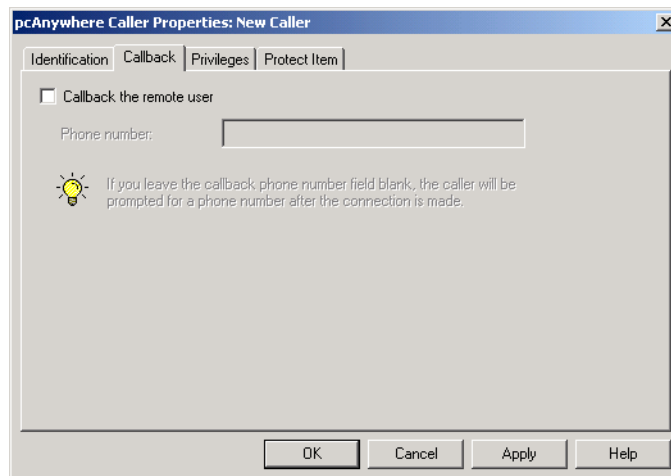
- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the Host Communications tab, check **Do not display host in TCP/IP search results**.
- 3 Click OK.

Calling back remote users

The Callback feature provides another method for confirming the identity of a remote user who is connecting over a modem or ISDN. When a remote user attempts to connect to the host, the host computer terminates the connection, then calls back the remote computer at a preconfigured number. If the remote computer is not waiting for a connection at that number, the host cancels the session.

To call back remote users

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, then click **Properties**.
- 3 In the Host Properties window, on the Callers tab, right-click the caller item that you want to configure, then click **Properties**.
- 4 On the Callback tab, check **Callback the remote user**.



- 5 Type the phone number for the remote modem.
- 6 Click **OK**.

Limiting access rights

As a host user, you can specify who can connect to your computer and what they are allowed to do. By default, pcAnywhere restricts remote users from cancelling a host session and sets an inactivity time limit to protect against denial of service. Symantec pcAnywhere lets you further limit users who connect to your computer from performing certain functions, for example, restarting your computer.

Depending on your operating system, you can also restrict users from accessing specific drives.

See [“Restricting access to computer drives”](#) on page 165.

Symantec pcAnywhere lets administrators control access rights through the use of centralized policy management.

For more information, see the *Symantec pcAnywhere Administrator’s Guide*.

Configuring caller rights

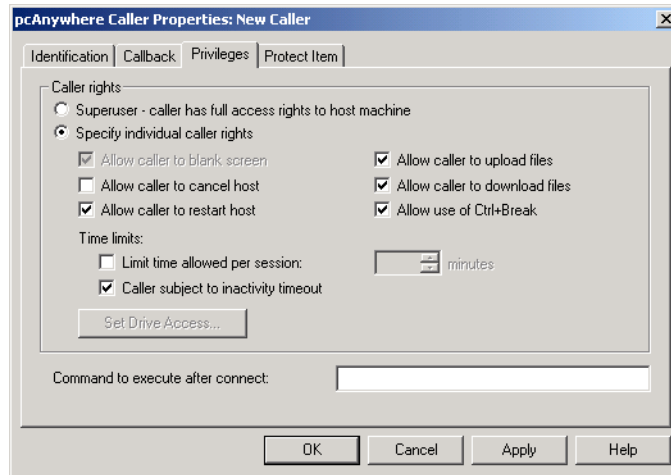
Caller rights let you limit the level of access that a remote user has to your computer. You can control whether a user can perform certain functions, such as restarting your computer or cancelling your host session.

You can also prevent users from performing file transfer operations or stopping a process that is running. If you want to let a remote user synchronize or clone folders on your computer, you must enable upload and download privileges. You must enable the use of the Ctrl+Break command to let a remote user perform certain remote management tasks.

To configure caller rights

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, then click **Properties**.

- 3 In the Host Properties window, on the Callers tab, right-click the caller item that you want to configure, then click **Properties**.



- 4 In the Caller Properties window, on the Privileges tab, select one of the following:
 - Superuser: Gives the user full access rights.
 - Specify individual caller rights: Limits access rights.Select the options to which you want to allow or restrict access.
- 5 To allow the remote user to run an automated task after logging on, in the Command to execute after connect box, type the command information needed to run the program.
- 6 Click **OK**.

Setting time limits for callers

Unless the host is configured as a conference host, only one remote user can connect to a host computer at a time. Other remote users are denied service until the original remote user disconnects. Limiting the length of time that a user can stay connected and configuring the host to automatically disconnect after a specified length of inactivity can protect the host from denial of service.

When setting a time limit for a session, ensure that you allow remote users sufficient time to perform their tasks.

This option sets a time limit for only the users or group of users who are assigned to the caller account.

To set time limits for callers

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, then click **Properties**.
- 3 In the Host Properties window, on the Callers tab, right-click the caller item that you want to configure, then click **Properties**.
- 4 In the Caller Properties window, on the Privileges tab, click **Specify individual caller rights**.
- 5 Under Time limits, select any of the following:
 - Limit time allowed per session: Automatically disconnects the remote user after a specified period of time.
 - Caller subject to inactivity timeout: Automatically disconnects the remote user if there has been no keyboard or mouse input for a specified period of time.
- 6 Select the number of minutes.
- 7 Click **OK**.

Restricting access to computer drives

In Windows 98/Me, pcAnywhere lets you limit a user's access to computer drives on the host, which include floppy disk drives, CD-ROM drives, local drives (for example, drive C), and network drives. This option is not available in Windows NT/2000/XP because these operating systems provide their own methods of drive security, which include user rights, group policies, and file and folder permissions.

Restricting access or limiting access to certain drives can also prevent remote users from performing some tasks. To let remote users transfer, synchronize, or clone files on a local or network drive, you must allow full access to that drive.

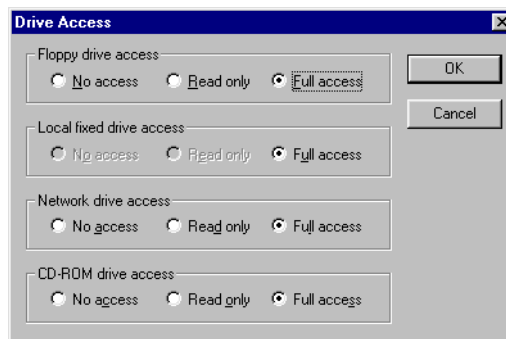
Symantec pcAnywhere lets administrators control access rights through the use of centralized policy management.

For more information, see the *Symantec pcAnywhere Administrator's Guide*.

To restrict access to computer drives

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, under Hosts, right-click the connection item that you want to configure, then click **Properties**.

- 3 In the Host Properties window, on the Callers tab, right-click the caller item that you want to configure, then click **Properties**.
- 4 In the Caller Properties window, on the Privileges tab, click **Set Drive Access**.
- 5 In the Drive Access window, select one of the following access rights for each drive that you want to secure:
 - No access
 - Read only
 - Full access



- 6 Click **OK**.

Securing sessions

Symantec pcAnywhere provides a number of options that protect the privacy of your session and prevent others from inadvertently cancelling your session. These options are also useful if you plan to run a host session unattended.

Restricting control of the keyboard and mouse

By default, pcAnywhere lets the host and remote users control the keyboard and mouse during a session. As a security measure, you can restrict either user from using the keyboard and mouse.

Giving full control of the keyboard and mouse to the host user locks the keyboard and mouse on the remote computer during a session. Use this setting if you are hosting a demonstration or training session to protect the session from interruptions.

Giving full control of the keyboard and mouse to the remote user locks the keyboard and mouse on the host computer during a session. Use this setting if

you are letting a remote user connect to your computer to troubleshoot a problem or if you are running a host session unattended (for example, connecting to your office computer from home).

To restrict control of the keyboard and mouse

- 1** In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2** In the right pane, under Hosts, right-click the connection item that you want to configure, then click **Properties**.
- 3** In the Host Properties window, on the Security Options tab, select one of the following:
 - **Host and Remote:** Lets both users control the keyboard and mouse.
 - **Host:** Locks the keyboard and mouse on the remote computer during a session.
 - **Remote:** Locks the keyboard and mouse on the host computer during a session.
- 4** Click **OK**.

Setting inactivity time limits for sessions

Unless the host is configured as a conference host, only one remote user can connect to a host computer at a time. Other remote users are denied service until the original remote user disconnects. Limiting the length of time that a user can stay connected and configuring the host to automatically disconnect after a specified length of inactivity can protect the host from denial of service.

When setting a time limit for a session, ensure that you allow remote users sufficient time to perform their tasks.

This option sets a time limit for all sessions. Symantec pcAnywhere also lets you configure time limits for individual callers.

See [“Setting time limits for callers”](#) on page 164.

To set inactivity time limits for sessions

- 1** In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2** In the right pane, under Hosts, right-click the connection item that you want to configure, then click **Properties**.

- 3 In the Host Properties window, on the Security Options tab, under Session Options, check **Disconnect if inactive**.
- 4 Select the time-out period.
- 5 Click OK.

Using encryption to protect data

Encryption is a method of encoding or scrambling data to prevent unauthorized users from reading or tampering with the data. Modern methods of computer cryptography use complex mathematical algorithms to encrypt and decrypt data. Symantec pcAnywhere uses a standard combination of public-key cryptography and strong symmetric encryption algorithms to ensure that the data you send cannot be read or altered by unauthorized users while in transit.

About symmetric encryption

Symmetric encryption encrypts and decrypts data using the same set of symmetric cryptographic keys. These keys are negotiated and exchanged using standard protocols for anonymous key exchange. During a session, both the sender and the recipient share these keys.

The benefit of symmetric encryption is that it is easy to set up; however, it is not without risk. Because the keys are exchanged anonymously, it is possible for someone to intercept the data during the initial key exchange, manipulate the keys used for this exchange, and discover the symmetric key. This type of vulnerability is known as a Man in the Middle attack. The recipient has no way of verifying that the data actually came from the person who originally sent it.

See [“Configuring pcAnywhere to use symmetric encryption”](#) on page 170.

About public-key encryption

Public-key encryption requires that both the sender and recipient have a digital certificate and an associated public/private key pair. The public key is freely available; however, the private key is a closely guarded secret. The private key can decrypt what the public key encrypts.

Like symmetric encryption, public-key encryption encrypts and decrypts data using the same set of symmetric cryptographic keys. The difference is in the key exchange protocol that is used. While symmetric encryption uses an anonymous protocol, public-key encryption uses a strongly authenticated protocol.

During the key exchange, the sender generates a symmetric key and encrypts it using the recipient's public key. Only the recipient can decrypt this data using a private key, which is never exchanged. For this reason, public-key encryption is invulnerable to a Man in the Middle attack.

See [“Configuring pcAnywhere to use public-key encryption”](#) on page 171.

Understanding the performance trade-offs

When deciding whether to use encryption and which method to use, you must balance performance with the need for security. Using strong encryption can protect the privacy and integrity of your data. However, it might also slow performance because stronger encryption requires more resources to process and transfer the data.

Sometimes protecting the security of the data is far more important than performance. If the data you are sending is highly confidential or sensitive and if you want to ensure that it came from the right sender and that it has not been viewed by unauthorized users, use strong encryption.

How pcAnywhere works with encryption

Symantec pcAnywhere uses a combination of symmetric and public-key encryption. By combining both techniques, pcAnywhere takes advantage of the strengths of each method: speed and security.

Symantec pcAnywhere provides the following options for protecting the data stream between a host and remote computer, including the authorization process, during a remote session:

- pcAnywhere encoding
 See [“Configuring pcAnywhere to use pcAnywhere encoding”](#) on page 170.
- Symmetric encryption
 See [“Configuring pcAnywhere to use symmetric encryption”](#) on page 170.
- Public-key encryption
 See [“Configuring pcAnywhere to use public-key encryption”](#) on page 171.

Both the host and remote users should choose the same level of encryption. Either user can deny a connection if the other is using a lower level of encryption.

Configuring pcAnywhere to use pcAnywhere encoding

Symantec pcAnywhere encoding applies a simple transformation to data so that the data stream cannot be easily interpreted by a third party. This encryption level is compatible with earlier versions of pcAnywhere that do not support stronger encryption techniques.

To configure pcAnywhere to use pcAnywhere encoding

- 1 In the pcAnywhere Manager window, do one of the following:
 - To set up pcAnywhere encoding on the host computer, click **Hosts**.
 - To set up pcAnywhere encoding on the remote computer, click **Remotes**.
- 2 In the right pane, right-click the connection item that you want to configure, then click **Properties**.
- 3 In the properties window, on the Security Options tab, in the Encryption level list, click **pcAnywhere encoding**.
- 4 To refuse a connection with a computer that uses a lower level of encryption, check **Deny lower encryption level**.
- 5 If you are a host user and want to increase performance by encrypting only the remote user's identity, check **Encrypt user ID and password only**.
This option is less secure than encrypting an entire session.
- 6 Click **OK**.

Configuring pcAnywhere to use symmetric encryption

If you use symmetric encryption, pcAnywhere anonymously negotiates a pair of symmetric encryption keys, which are used to encrypt the session. The Microsoft CryptoAPI is required to support symmetric encryption in pcAnywhere. You must have Microsoft Internet Explorer 5.5 or later installed on your computer to ensure that you have the latest version of the Microsoft CryptoAPI.

To configure pcAnywhere to use symmetric encryption

- 1 In the pcAnywhere Manager window, do one of the following:
 - To configure a host computer to use encryption, click **Hosts**.
 - To configure a remote computer to use encryption, click **Remotes**.
- 2 In the right pane, right-click the connection item that you want to configure, then click **Properties**.

- 3 In the properties window, on the Security Options tab, in the Encryption level list, click **Symmetric**.
- 4 To refuse a connection with a computer that uses a lower level of encryption, check **Deny lower encryption level**.
- 5 If you are a host user and want to increase performance by encrypting only the remote user's identity, check **Encrypt user ID and password only**.
- 6 Click OK.

Configuring pcAnywhere to use public-key encryption

If you use public-key encryption, pcAnywhere uses a digital certificate to verify the identity of the person attempting to connect and send data, then uses symmetric encryption algorithms to secure the session.

Some configuration is required to ensure that both the host and remote users have access to the appropriate key pairs. To use public-key encryption in pcAnywhere, the host and remote users must do the following:

- Provide each other with copies of their digital certificates.
 See [“Creating a certificate file to send to another user”](#) on page 171.
- Set up a certificate store that contains the certificates of those users who will connect to their computers.
 See [“Setting up a certificate store”](#) on page 172.
- Configure a connection item to use public-key encryption.
 See [“Configuring a connection item to use public-key encryption”](#) on page 173.

Creating a certificate file to send to another user

Certificates are data documents that contain identification information including the user's name, public key, issuing authority, and data signature.

Symantec pcAnywhere requires that you use Microsoft-compatible certificates. You can obtain these from a commercial certificate authority (for example, VeriSign or Entrust) or from an internal certificate server.

You can create a certificate file by exporting your certificate in Microsoft Internet Explorer. Use any export format that does not include the private key (for example, PKCS#7 with a .p7b file extension). Send the file to the computer to which you want to connect using a secure method.

Alternatively, the other user can download your certificate from the certificate authority. Follow the certificate authority's instructions for finding and downloading another user's certificate.

To create a certificate file to send to another user

- 1 In Microsoft Internet Explorer, on the Tools menu, click **Internet Options**.
- 2 In the Internet Options window, on the Content tab, click **Certificates**.
- 3 Select your certificate, then click **Export**.
For more information, see the documentation for Microsoft Internet Explorer.

Setting up a certificate store

A certificate store is a secure database that contains one or more certificates for the users who are allowed to connect to your computer. These certificates ensure that only a user with the private key that is associated with the certificate can connect. The files should contain the digital certificate, but should not contain the private key.

To locate the public key for a session, pcAnywhere searches the certificate store for the certificate that belongs to the remote user.

Symantec pcAnywhere can use any of the following file formats as a certificate store:

- Microsoft-compatible certificate store
- PKCS#7 cryptographic message
- Raw certificate obtained from the certificate authority

To set up a certificate store

- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the Encryption tab, type the path and name of the certificate files for any user who will connect to your computer.
The user must provide you with this certificate file.
See [“Creating a certificate file to send to another user”](#) on page 171.
- 3 Click **OK**.

Configuring a connection item to use public-key encryption

Public-key encryption requires both the host and remote users to have a digital certificate issued by a mutually trusted certificate authority. The host and remote users must set up a connection item file that includes information about the digital certificate.

Configure a connection item to use public-key encryption manually or using the Encryption Wizard

Symantec pcAnywhere provides an Encryption Wizard to step you through the configuration, or you can manually configure this information.

To configure a connection item to use public-key encryption manually

- 1 In the pcAnywhere Manager window, do one of the following:
 - To configure a host computer to use public-key encryption, click **Hosts**.
 - To configure a remote computer to use public-key encryption, click **Remotes**.
- 2 In the right pane, right-click the connection item that you want to configure, then click **Properties**.
- 3 In the properties window, on the Security Options tab, in the Encryption level list, click **Public key**.
- 4 Check **Deny lower encryption level** to automatically disconnect if the computer that you want to connect to is using a lower level of encryption.
- 5 To refuse a connection with a computer that uses a lower level of encryption, check **Encrypt user ID and password only**.
- 6 In the Private Key Container list, select the name of the private key that is associated with your digital certificate.
- 7 In the Certificate Common Name box, type the common name of this certificate.
This information is case-sensitive. Type the name exactly as you provided it to the certificate authority.
- 8 Click **OK**.

To configure a connection item to use public-key encryption using the Encryption Wizard

- 1 In the pcAnywhere Manager window, do one of the following:
 - To configure a host computer to use public-key encryption, click **Hosts**.
 - To configure a remote computer to use public-key encryption, click **Remotes**.
- 2 In the right pane, right-click the connection item that you want to configure, then click **Properties**.
- 3 In the properties window, on the Security Options tab, in the Encryption level list, click **Public key**.
- 4 Check **Deny lower encryption level** to automatically disconnect if the computer that you want to connect to is using a lower level of encryption.
- 5 To refuse a connection with a computer that uses a lower level of encryption, check **Encrypt user ID and password only**.
- 6 Click **Public Key Encryption Wizard**.
Follow the on-screen instructions to set up the private key container and certificate common name.
- 7 When you are finished, click **OK**.

Protecting configuration settings

Once you have taken measures to prevent unauthorized users from connecting to your computer and have ensured that others cannot disrupt your session, whether intentionally or unintentionally, it is important to protect your configuration.

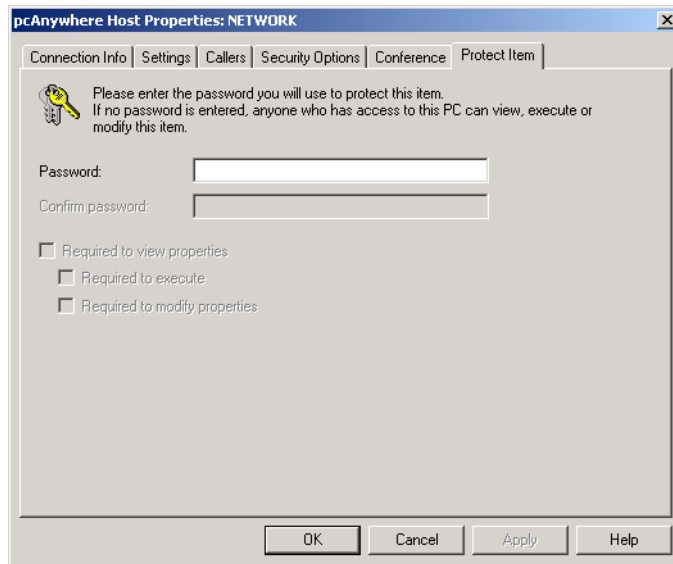
You can protect your connection items and your caller accounts by setting a password. Although it is important to choose a password that you can remember, be sure to choose a password that is not easy for others to discover.

Protecting a connection item

Your host and remote connection items contain the information needed to establish a connection and run a session, including logon information and security settings. To prevent unauthorized users from tampering with your settings or launching a session without your permission, set a password for your host and remote connection items.

To protect a connection item

- 1 In the pcAnywhere Manager window, on the left navigation bar, do one of the following:
 - To protect host connection items, click **Hosts**.
 - To protect remote connection items, click **Remotes**.
- 2 In the right pane, right-click the connection item that you want to protect, then click **Properties**.



- 3 In the Host Properties window, on the Protect Item tab, type a password.
- 4 Retype the password for confirmation.
- 5 Select the actions that should require a password.
- 6 Click **OK**.

Protecting a caller account

Even if you have protected your connection items, you should also set a password for your caller accounts to prevent users who might be authorized to view your other settings from changing user passwords and access privileges.

To protect a caller account

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Hosts**.
- 2 In the right pane, right-click the connection item that you want to protect, then click **Properties**.
- 3 In the Host Properties window, on the Callers tab, double-click the caller item that you want to protect.
- 4 In the Caller Properties window, on the Protect Item tab, type a password.
- 5 Retype the password for confirmation.
- 6 Select the actions that should require a password.
- 7 Click **OK**.

Assessing host security

The Host Assessment Tool lets you check the configuration of your host connection items to ensure that you are taking advantage of the security features in pcAnywhere and helps you identify areas where you might be at risk.

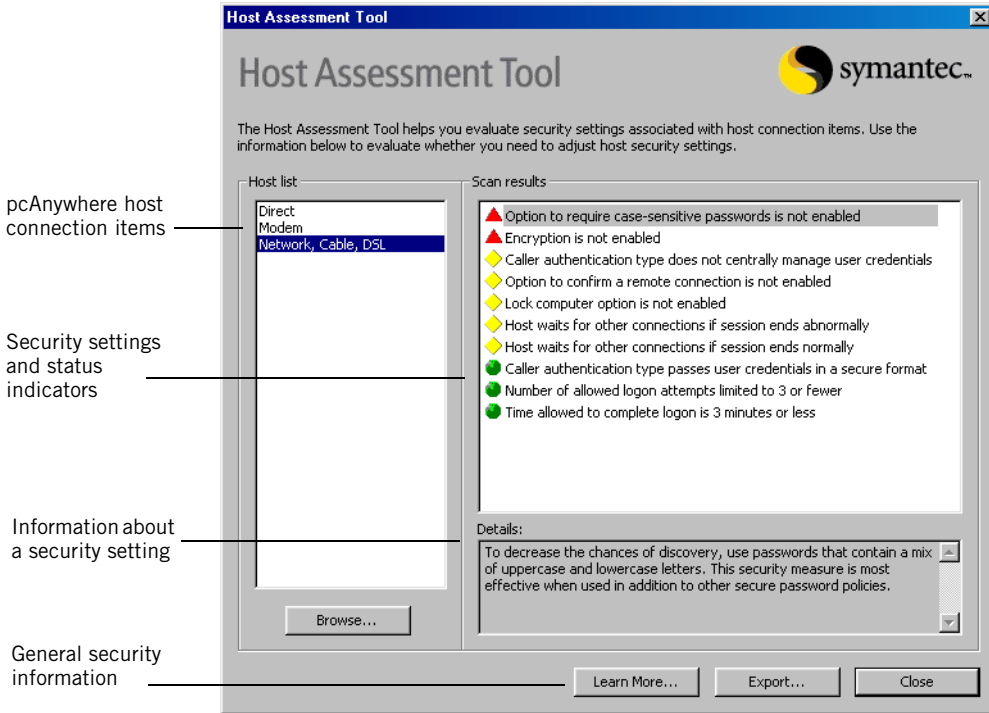
The Host Assessment Tool only checks for the security settings that are supported by your computer configuration. For example, case-sensitive passwords are applicable only if the host computer uses pcAnywhere authentication. If the Host Assessment Tool detects that your computer is not configured to support a specific security feature, that feature is not included in the scan.

Running the Host Assessment Tool

When you open the Host Assessment Tool, the main window lists the names of the host connection items that are located in the pcAnywhere data directory.

Figure 9-1 shows the Host Assessment Tool window.

Figure 9-1 Host Assessment Tool window



If you moved the host connection items (.bhf files) to another directory, no host names are listed. You must specify the new location of the host connection items before running a scan.

See “Specifying the location of the host connection items” on page 178.

To run the Host Assessment Tool

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **pcAnywhere Tools**.
- 2 In the right pane, under Application, double-click **Host Assessment Tool**.
- 3 In the Host Assessment Tool window, under Host List, select the host connection item that you want to scan.
After you select an item in the host list, the scan results automatically appear in the Scan Results list.

The Host Assessment Tool prompts you for a password if the selected host connection item requires a password to view properties.

Specifying the location of the host connection items

By default, the Host Assessment Tool looks for the host connection items (.bhf files) in the pcAnywhere data directory. If you moved the host connection items to another directory, you must specify the new location before running a scan.

To specify the location of the host connection items

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **pcAnywhere Tools**.
- 2 In the right pane, under Application, double-click **Host Assessment Tool**.
- 3 In the Host Assessment Tool window, click **Browse**.
- 4 Select the folder name that contains the host connection items.
- 5 Click **OK**.

Analyzing the scan results

After you run the Host Assessment Tool, the security settings that were checked are listed in the Scan Results box. Beside each item is an indicator, which helps you identify areas for improvement as well as areas that are more secure.

Table 9-1 explains what each indicator means.

Table 9-1 Host Assessment Tool status indicators

Indicator	Explanation
Red triangle	Signifies an area of concern. This security setting is not in use or is not configured as securely as it should be.
Yellow diamond	Spotlights a security feature that is not in use, but worth considering. This indicator is intended to increase awareness. Some features might not be appropriate for your environment.
Green circle	Signifies that a security setting is enabled.

The color-coded indicators provide a visual cue about whether you are taking advantage of the security features in pcAnywhere. As you review the results, be aware that having more of one indicator than another does not necessarily mean that the host configuration is secure or not secure.

Some security settings might not be appropriate for your environment. For example, the Host Assessment Tool checks for caller accounts that have superuser rights, and if found, identifies the caller with a red indicator. In most cases, you should limit the level of access that a remote user has to your computer. However, if the caller account is for yourself or another trusted user, it might be appropriate to allow more access rights.

The Details box provides more information about the security implications of a specific setting.

To see more detailed results

- ◆ In the Scan Results list, select the entry about which you want to learn more.

The Host Assessment Tool also includes online Help so that you can learn more about securing pcAnywhere.

Learning more about security features

The Host Assessment Tool provides information on ways to secure pcAnywhere, including important factors to consider when choosing an option.

To learn more about security features

- 1 In the pcAnywhere Manager window, on the left navigator bar, click **pcAnywhere Tools**.
- 2 In the right pane, under Application, double-click **Host Assessment Tool**.
- 3 In the Host Assessment Tool window, click **Learn More**.

This feature requires Internet Explorer 5.5 Service Pack 2 or later to ensure proper functionality.

Saving scan results

The Host Assessment Tool lets you save the results of a scan in a comma separated values (CSV) format file. This file can be sent to an administrator as a configuration or security monitoring tool or used as a reference for configuring other host connection items.

To save scan results

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **pcAnywhere Tools**.
- 2 In the right pane, under Application, double-click **Host Assessment Tool**.
- 3 In the Host Assessment Tool window, click **Export**.
- 4 In the Choose Export File window, type the location in which you want to save the file.
- 5 Type a file name.
- 6 Click **OK**.

Monitoring and recording sessions

This chapter includes the following topics:

- [Monitoring events in Symantec pcAnywhere](#)
- [Managing log files](#)
- [Recording and replaying sessions](#)
- [Saving and viewing session screens](#)

Monitoring events in Symantec pcAnywhere

Event logging in pcAnywhere lets you monitor session activities and track issues for security, troubleshooting, and auditing purposes. For security purposes, you can log information about failed logon attempts, how many host sessions are running and who has connected, or whether sensitive files have been accessed.

Depending on your environment, you can send information about events that occurred during a session to a pcAnywhere-generated log file, the Windows Event Viewer, or a Simple Network Management Protocol (SNMP) console. Symantec pcAnywhere supports centralized logging, so you can archive the logs on a secure, central server.

Although logging can be a useful tool, be aware that tracking some types of events, such as logging every file that is opened on the host, can degrade performance.

For more information, see the *Symantec pcAnywhere Administrator's Guide*.

Generating a pcAnywhere log file

Use pcAnywhere log generation if your operating system does not provide logging capabilities or if you want to maintain a separate log file for pcAnywhere events. Symantec pcAnywhere lets you send logged events to the local computer or to a secure, central server. For local logging, host-initiated events are logged on the host computer. Remote-initiated events are logged on the remote computer.

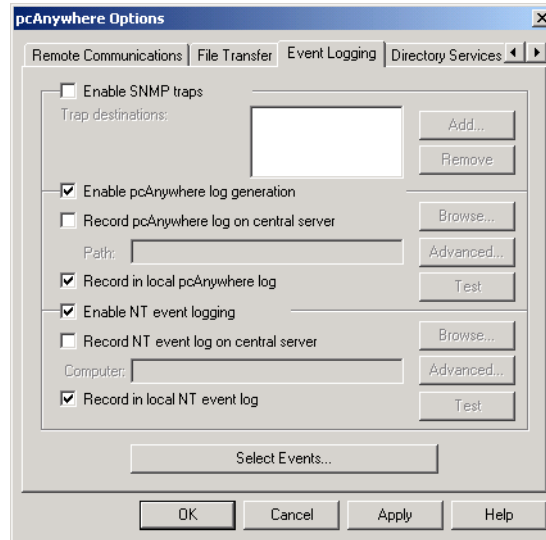
To log events on a central server, you must have access rights to the server.

See [“Sending logging information to a central server”](#) on page 185.

To generate a pcAnywhere log file

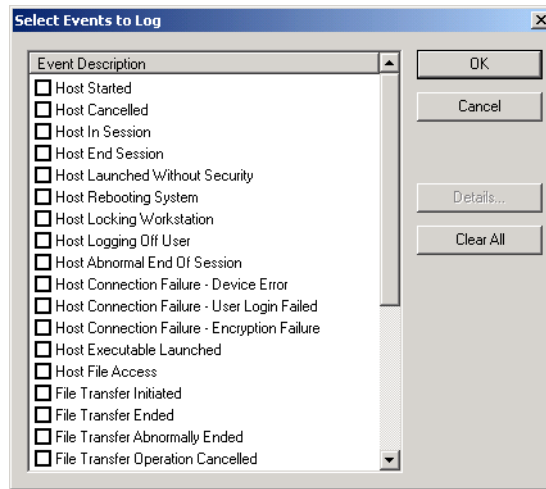
- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the Event Logging tab, check **Enable pcAnywhere log generation**.

To find this tab, click the left and right arrows in the pcAnywhere Options window to scroll through the list.



- 3 Select one of the following:
 - Record pcAnywhere log on central server
You must provide the location of the server and any necessary logon information.
See [“Sending logging information to a central server”](#) on page 185.
 - Record in local pcAnywhere log

4 Click **Select Events**.



5 In the **Select Events to Log** window, select the events that you want to log. Logging some types of file access events, for example, tracking executable files that are launched on the host computer, can degrade system performance.

See [“Logging file access events”](#) on page 187.

6 Click **OK**.

Logging events in the Windows Event Viewer

If you are using pcAnywhere on a Windows NT/2000/XP computer, you can add logging information about pcAnywhere-specific events to the Windows Event Viewer.

To log events in the Windows Event Viewer

- 1 In the pcAnywhere Manager window, on the **Edit** menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the **Event Logging** tab, check **Enable NT event logging**.

To find this tab, click the left and right arrows in the pcAnywhere Options window to scroll through the list.

- 3 Select one of the following:
 - Record NT event log on central server
You must provide the location of the server and any necessary logon information.
See [“Sending logging information to a central server”](#) on page 185.
 - Record in local NT event log
- 4 Click **Select Events**.
- 5 In the Select Events to Log window, select the events that you want to log. Logging some types of file access events, for example, tracking executable files that are launched on the host computer, can degrade system performance.
See [“Logging file access events”](#) on page 187.
- 6 Click **OK**.

Sending logging information to a central server

Symantec pcAnywhere lets you send information about pcAnywhere events to a central server so that others can access it. Sending log files to a secure, central server protects the security of the log files and frees the resources on the local computer from storing large log files.

Generating pcAnywhere log files on a central server

Symantec pcAnywhere log generation sends information about pcAnywhere events to a pcAnywhere-generated log file. You must have access rights to the server on which you want to create the log file.

To generate pcAnywhere log files on a central server

- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the Event Logging tab, check **Enable pcAnywhere log generation**.
- 3 In the Path box, type the full path to the location on the server in which you want to generate the log file.
- 4 To specify the authentication information needed to access the server, click **Advanced**.
- 5 In the Authentication Information dialog box, type your user name.
- 6 Type your password.

- 7 If you are connecting to a Windows NT/2000/XP host and have been assigned to a domain, type your domain name, using the following format:
domain\user
- 8 Click OK.
This returns you to the Event Logging tab, from which you can select the events that you want to log.
See [“Generating a pcAnywhere log file”](#) on page 182.

Logging events in the Event Viewer on a central server

Symantec pcAnywhere lets you send information about pcAnywhere events to the Event Viewer on a central server that is running Windows NT/2000/XP. You must have access rights to the server on which you want to create the log file.

To log events in the Event Viewer on a central server

- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the Event Logging tab, check **Enable NT event logging**.
- 3 Type the computer name or IP address of the server on which you want to send the logging information.
Symantec pcAnywhere lets you browse for the server.
- 4 To specify the authentication information needed to access the server, click **Advanced**.
- 5 In the Authentication Information dialog box, type your user name.
- 6 Type your password.
- 7 If you are connecting to a Windows NT/2000/XP host and have been assigned to a domain, type your domain name, using the following format:
domain\user
- 8 Click OK.
This returns you to the Event Logging tab, from which you can select the events that you want to log.
See [“Logging events in the Windows Event Viewer”](#) on page 184.

Logging file access events

Symantec pcAnywhere lets you track information about the files that were opened during a session for security or auditing purposes. Logging this type of information can degrade performance. To lessen this impact, you can limit this type of logging to specific file types.

To enhance performance when logging information about executable files that are launched on the host computer, pcAnywhere tracks only the following types of application files: *.exe, *.cmd, *.bat, and *.com.

To log file access events

- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the Event Logging tab, select the type of logging that you want to perform and the location in which you want to send the logging events.
See [“Generating a pcAnywhere log file”](#) on page 182.
See [“Logging events in the Windows Event Viewer”](#) on page 184.
- 3 Click **Select Events**.
- 4 In the Select Events to Log window, under Event Description, select one of the following:
 - **Host Executable Launched**
For more information, click **Details**.
 - **Host File Access**
To specify the file types that you want to log, click **Details**, then in the Files to Monitor window, type the file extensions.
- 5 Click **OK**.

Managing log files

The pcAnywhere-generated log file contains information about activities that occurred during a remote session. Using this information, you can create reports to track security or performance issues or gather billing or audit information.

Once you create a report, you can remove or archive older information that is contained in the log file. You should periodically archive or delete older log information to free up disk space.

Creating an activity log report

An activity log report is a chronological listing of the session events that are contained in a pcAnywhere-generated log file. This information can be useful for security, troubleshooting, billing, or audit purposes.

Symantec pcAnywhere provides three options for report formats. Fully formatted reports contain the most information, including a listing of all possible events and how frequently they occurred. Data-only formats contain only the events that occurred during the session. You can save data-only reports in comma-delimited format or fixed-field format.

To create an activity log report

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **pcAnywhere Tools**.
- 2 In the right pane, under Application, double-click **Activity Log Processing**.
- 3 In the Activity Log Processing window, click **Report**.
- 4 In the Choose Input Log file window, select the event log file (*.pl9) from which you want to generate a report.
- 5 In the Host and Remote Session Log Report window, select the report format that you want to use.
- 6 Type the date range for the report.
- 7 Click **OK**.
- 8 In the Select Destination File For Output window, type a name for the report.
Fully formatted reports use a .log extension. Comma-delimited reports use a .csv extension. Fixed-field reports use a .txt extension.
- 9 Click **Save**.
- 10 To view the file, in the confirmation dialog box, click **Yes**.

Archiving or deleting log file data

Symantec pcAnywhere-generated log files are not cleared automatically. New log information is appended to these log files, causing them to increase in size. When a log file becomes too large, you can archive or delete older data.

To archive or delete log file data

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **pcAnywhere Tools**.
- 2 In the right pane, under Application, double-click **Activity Log Processing**.
- 3 In the Activity Log Processing window, click **Archive/Delete**.
- 4 Select the event log file (*.pl9) that you want to archive or delete, then click **Open**.
- 5 In the Archive/Delete Host/Remote Log window, type the date range for the data that you want to archive or delete.
- 6 Select any of the following:
 - **Delete log entries from source:** Removes the data that falls within the specified date range from the event log file.
 - **Copy log entries to archive file:** Copies the data that falls within the specified date range to an archive file.

If you select both options, the data will be copied to an archive file, then removed from the source log file.
- 7 Click **OK**.

If you are creating an archive file, pcAnywhere prompts you for a file name and the location in which you want to save the file.

Recording and replaying sessions

Symantec pcAnywhere lets you record sessions for later playback. For example, as a host user demonstrates a complex procedure, you can record the host screen instead of taking notes. Later, you can replay the recording to review the exact steps.

Either the host or remote user can record a session. However, to record a session, the host user must set up the host to start recording automatically as soon as the connection is made. This setting applies globally to all host sessions.

See [“Automatically recording a host session”](#) on page 191.

Recording a remote session

You can record a session for later playback at any point during the remote session. Symantec pcAnywhere lets you save the session in a new record file or add the recording to the end of an existing record file.

To record a remote session

- 1 In the Session Manager window, on the left navigation bar, click **Remote Control**.
- 2 Under Remote Control, click **Start/Stop Session Recording**.
- 3 Do one of the following:
 - To add the recording to the end of an existing record file, select the file (*.rcd) that you want to use.
 - To create a new file, type the file name.
- 4 Click **Save**.

Actions that you perform on the host computer after this point are recorded in the file.

See [“Replaying a recorded session”](#) on page 191.

Automatically recording a remote session

You can configure a remote connection item to automatically record a session upon connection. Depending on the frequency and duration of the sessions on the host computer, the size of the record file can become large.

To automatically record a remote session

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **Remotes**.
- 2 In the right pane, right-click the connection item that you want to modify, then click **Properties**.
- 3 In the Remote Properties window, on the Automated Tasks tab, check **Record session in file for later playback**.
- 4 Type a name and path for the file.
- 5 Click **OK**.

Recording starts immediately after you connect to the host computer.

See [“Replaying a recorded session”](#) on page 191.

Automatically recording a host session

Symantec pcAnywhere lets you configure a host computer to automatically record a session for security and audit purposes. This option applies globally to all sessions on the host computer.

Recording begins as soon as a connection is established. Every action that the remote user performs on the host computer is captured and stored in a record file. Depending on the frequency and duration of the sessions on the host computer, the size of the record file can become large.

The record file can be stored on the local computer or on a central server. To store a record file on a central server, you must have access rights on the server.

See [“Replaying a recorded session”](#) on page 191.

To automatically record a host session

- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the Host Operation tab, check **Record host session for later playback**.
- 3 Do one of the following:
 - To store the file locally on the host computer, under Folder to store record, type the location on the host computer in which you want to store the record file.
 - To store the file on a central server, click **Browse**, then select the network computer and file location on which you want to store the record file. Some host servers require a password to save files on the system. Click **Advanced**, then type the logon credentials that are needed to access the directory in which you want to store the recording.

Replaying a recorded session

Recorded sessions are saved as .rcd files in the pcAnywhere data directory, unless you specify another file location. Sessions are played back in a replay window, which shows the host screen and each action that you performed during the recording.

During the replay, you can control the speed, skip to another session, pause, or take a screen shot. You can control these actions from the replay window menu bar or from the Playback Control Panel.

Figure 10-1 shows the Playback Control Panel.

Figure 10-1 Playback Control Panel

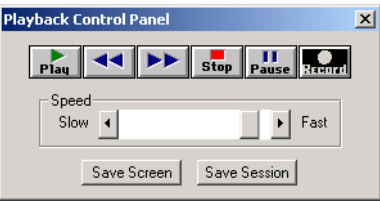


Table 10-1 explains the actions that you can control during the replay using the Playback Control Panel.

Table 10-1 Record and replay options

Button	Description
Play	Plays the recording from the beginning.
View previous session	Goes to the beginning of the previous session. This button is only available if the file contains more than one recorded session.
View next session	Goes to the beginning of the next session. This button is only available if the file contains more than one recorded session.
Stop	Ends the replay and returns you to the pcAnywhere Manager window.
Pause	Pauses the replay. You must pause the replay to take a screen shot or save that part of the session in a separate file. Click Pause again to resume.
Speed	Controls the speed of the replay. Move the slider to the right to speed up the replay or to the left to slow it down.
Save Screen	Lets you save a picture of the screen as a .scn file. You must pause the replay before you can take a screen shot.
Save Session	Lets you save the session as a binary file.

If your file contains more than one session, you can specify which session that you want to view first. By default, replay starts from the first session. You can also specify whether you want to stop the replay between sessions or whether you want to repeat the playback.

To replay a recorded session

- 1** In the pcAnywhere Manager window, on the left navigation bar, click **pcAnywhere Tools**.
- 2** In the right pane, under Application, double-click **Playback Sessions/Screens**.
- 3** In the Select Playback File window, select the record file (*.rcd) that you want to view.
- 4** Click **Open**.
- 5** Select the replay options.
You can change these preferences during the replay using the Playback Control Panel.
- 6** Click **OK**.
The replay window appears on your screen and begins replaying the recorded session.
- 7** When you are finished, on the File menu, click **Exit**.

Saving information from a recorded session

Symantec pcAnywhere lets you save information from a recorded session by saving the information in a raw binary file or by taking a screen shot of the displayed screen.

To save information from a recorded session

- 1** During the replay, on the Playback Control Panel, click **Pause**.
- 2** Select one of the following:
 - **Save Screen:** Saves a snapshot of the displayed screen.
 - **Save Session:** Saves the session as a raw binary file.

Saving and viewing session screens

Capturing the contents of a screen during a session is like taking a snapshot with a camera. You can use these screen shots for training or demonstration purposes or to send to others when troubleshooting a computer problem.

Saving a session screen

Symantec pcAnywhere lets you save a screen shot in a new file or add it to an existing screen file.

To save a session screen

- 1 In the Session Manager window, on the left navigation bar, under Remote Control, click **Save Current Screen**.
- 2 In the Select Save Screen File window, do one of the following:
 - To add the screen shot to the end of an existing file, select the screen file (*.scn) that you want to use.
 - To create a new screen file, type a file name.
- 3 Click **Open**.
Repeat this procedure for each screen that you want to capture. The screens are saved in the selected file in the order in which they are captured.

Viewing a session screen

Symantec pcAnywhere stores screen shots in .scn files in the pcAnywhere data directory, so you can view them later.

To view a session screen

- 1 In the pcAnywhere Manager window, on the left navigation bar, click **pcAnywhere Tools**.
- 2 In the right pane, under Application, double-click **Playback Sessions/Screens**.
- 3 Select the screen file (.scn) that you want to view.
- 4 Click **Open**.

Customizing connection devices

This chapter includes the following topics:

- [Customizing network connections](#)
- [Customizing modem connections](#)
- [Customizing European ISDN connections](#)
- [Customizing direct connections](#)

Customizing network connections

Symantec pcAnywhere lets you customize network settings to handle unique configuration requirements such as multiple network cards or to handle connections on both sides of a firewall. These options are intended for administrators and advanced users. In most cases, you do not need to change the network settings.

Selecting a network card

By default, pcAnywhere accepts TCP/IP connections on any network card that is installed on the host computer. If you have more than one network card installed on the host, pcAnywhere lets you specify which one to use.

To select a network card

- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the Host Communications tab, click **Advanced TCP/IP Options**.
- 3 In the Advanced Host TCP/IP Options window, select one of the following:
 - Use the default network adapter: Uses the default network card. This network card is identified in Windows.
 - Accept connections on all network connections: Accepts connections on any available network card installed on the host computer. This option is selected by default, and, in most cases, you do not need to change it.
 - Specify the network adapter to use for pcAnywhere connections: Lets you assign the network card to use for pcAnywhere connections. Select the index number assigned to the network card that you want to use.
- 4 Click **OK**.

Customizing the data port range for remote connections

Administrators can customize network settings to handle connections on both sides of a firewall.

Symantec pcAnywhere automatically chooses a port number each time that you make a remote connection. For security or performance reasons, an administrator might want to limit the number of ports that are used for

outbound connections. Limiting connections to too small a range can cause connections to fail because there might not be enough available ports.

Caution: Some port numbers lower than 1024 are reserved for Web-based applications and services, such as FTP and the Internet. Choosing a reserved port number might interfere with these applications and possibly result in loss of service. This procedure should be performed by an experienced administrator.

To customize the data port range for remote connections

- 1 In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2 In the pcAnywhere Options window, on the Remote Communications tab, click **Advanced TCP/IP Options**.
- 3 In the Advanced Remote TCP/IP Options window, check **Specify outbound data port range**.
- 4 In the Base data port box, type the port number of the first port in the range.
- 5 In the Size of range box, type the number of ports to be used in the port range.
Adding this number to the number that you entered in the Base data port box determines the last port number in the range.
- 6 Click **OK**.

Changing the default port numbers on the host

Symantec pcAnywhere uses ports 5631 and 5632 for connections. These ports are registered and, in most cases, you do not need to change them. If your network environment does not support these port numbers, pcAnywhere lets you change them. The data port is used for data transmissions. Symantec pcAnywhere uses the status port to wait for connections and exchange status information.

Caution: Some port numbers lower than 1024 are reserved for Web-based applications and services, such as FTP and the Internet. Choosing a reserved port number might interfere with these applications and possibly result in loss of service. This procedure should be performed by an experienced administrator.

To change the default port numbers on the host

- 1** In the pcAnywhere Manager window, on the Edit menu, click **Preferences**.
- 2** In the pcAnywhere Options window, on the Host Communications tab, click **Advanced TCP/IP Options**.
- 3** In the Advanced Host TCP/IP Options window, do one of the following:
 - In the Data port box, type a new port number for the data port.
 - In the Status port box, type a new port number for the status port.
- 4** Click **OK**.

Changing the default port numbers on the remote

Symantec pcAnywhere uses ports 5631 and 5632 for connections. These ports are registered and, in most cases, you do not need to change them. If you are connecting to a host computer that uses custom port numbers, you must configure the custom port numbers in the remote connection item. The data port is used for data transmissions. Symantec pcAnywhere uses the status port to wait for connections and exchange status information.

Caution: Some port numbers lower than 1024 are reserved for Web-based applications and services, such as FTP and the Internet. Choosing a reserved port number might interfere with these applications and possibly result in loss of service. This procedure should be performed by an experienced administrator.

To change the default port numbers on the remote

- 1** In the pcAnywhere Manager window, on the left navigation bar, click **Remotes**.
- 2** In the right pane, under Remotes, right-click the connection item that you want to configure, then click **Properties**.
- 3** In the Remote Properties window, on the Connection Info tab, check **TCP/IP**.
- 4** Click **Details**.

- 5 In the TCP/IP window, under Specify ports to match host settings, do one of the following:
 - In the Data port box, type the port number that the host computer uses for the data port.
 - In the Status port box, type the port number that the host computer uses for the status port.
- 6 Click OK.

Customizing modem connections

If a modem is installed and properly configured on your computer, pcAnywhere automatically detects it and adds it to the list of available devices in the connection item properties. Modem properties are configured in the operating system when you set up your modem.

Generally, you should use the default modem settings; however, pcAnywhere lets you select custom settings for pcAnywhere sessions. Custom settings temporarily override the modem properties that are configured in the operating system.

[Table A-1](#) explains the settings that you can customize.

Table A-1 Custom modem settings

Tab	Explanation
General	Lets you select a different COM port, adjust speaker volume, and control connection speed.
Connection	Lets you control error-checking rates, set time limits for handling busy connections or idle activity, adjust buffer settings for the COM port, and configure advanced settings, such as flow control methods and modulation type.
Options	Lets you control whether you want to use a terminal window, specify how long to wait for a credit card tone when making an operator assisted or manually dialed call, and enable status information.

For more information, see the documentation that came with your modem or the Windows documentation.

To customize modem connections

- 1 In the pcAnywhere Manager window, on the left navigation bar, do one of the following:
 - To customize modem settings for host sessions, click **Hosts**.
 - To customize modem settings for remote sessions, click **Remotes**.
- 2 In the right pane, right-click the connection item that you want to configure, then click **Properties**.
- 3 In the properties window, on the Connection Info tab, select the modem device that you want to use.
- 4 Click **Details**.
- 5 After you modify the settings that you want to change, click **OK**.

Customizing European ISDN connections

In Europe, ISDN devices use the Common ISDN Application Programming Interface (CAPI) to transmit and receive data. Even if a separate ISDN device is listed on the Connection Info tab, you must select ISDN via CAPI.

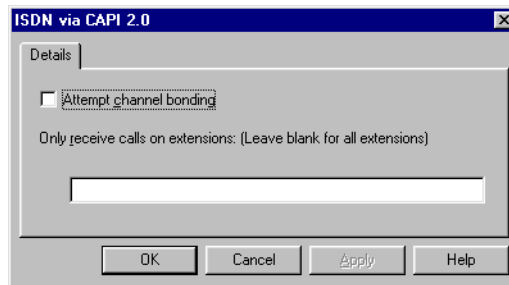
To improve connection speed, you can configure pcAnywhere to use channel bonding. Channel bonding combines two 64-KB channels into a single channel, providing for 128-KB bps transmission. Channel bonding only works if both channels are available.

For security or economy purposes, you can restrict incoming calls to specific extensions. If you do not specify an extension, you can receive calls on any extension.

To customize European ISDN connections

- 1 In the pcAnywhere Manager window, on the left navigation bar, do one of the following:
 - To customize European ISDN connections for host sessions, click **Hosts**.
 - To customize European ISDN connections for remote sessions, click **Remotes**.
- 2 In the right pane, right-click the connection item that you want to configure, then click **Properties**.
- 3 In the properties window, on the Connection Info tab, check **ISDN via CAPI**.

4 Click Details.



5 Check Attempt channel bonding.

6 To restrict incoming calls to specific extensions, in the text box, type the extensions from which you want to receive calls, using a semicolon to separate entries.

7 Click OK.

Customizing direct connections

If the computer that you want to connect to is nearby, you can connect the two computers directly, using an appropriate cable for your port. Direct connections require either a parallel (LPT) or a serial (COM) port. To use a parallel connection, you must configure the parallel port in the BIOS for bi-directional operations and use a bi-directional, null parallel cable. Serial connections on Windows NT/2000/XP require an available COM port and a serial null cable.

For direct connections, the settings on both computers must match. [Table A-2](#) explains the port settings that you can control.

Table A-2 Custom port settings

Setting	Explanation	Default setting
Speed	Controls the speed of the connection. Most newer computers can handle speeds of 38,400 or greater.	38,400
Parity	Checks for errors on the communications line. To increase performance, click None . Most operating systems and modems have their own methods of validating data integrity.	None

Table A-2 Custom port settings

Setting	Explanation	Default setting
Flow control	Controls the flow of information between computers. For direct and modem connections, use RTS/CTS. RTS is a request to send status message, used to verify that the computer is ready to receive information. CTS is a clear to send status message, used in response to an RTS message.	RTS/CTS
Started by	Controls the method by which a session begins.	Carrier detect (DCD)
Ended by	Controls the method by which a session ends.	Carrier detect (DCD)

To customize direct connections

- 1** In the pcAnywhere Manager window, on the left navigation bar, do one of the following:
 - To customize settings for the host session, click **Hosts**.
 - To customize settings for the remote session, click **Remotes**.
- 2** In the right pane, right-click the connection item that you want to configure, then click **Properties**.
- 3** In the properties window, on the Connection Info tab, select the port that you want to use.
- 4** Click **Details**.
- 5** Select the connection preferences that you want to use.
- 6** Click **OK**.

Index

Symbols

.atf files 18
.bhf files 48
.chf files 72
.csv files 188
.log files 188
.rcd files 190, 191
.scn files 194
.txt files 188

A

access privileges 163
Active Desktop 43
Active Directory Service authentication 157
activity logs 188
activity reports 188
adapters 196
ADS authentication 157
ADSL 58, 80
archives 189
authentication
 about 156
 directory server 157
 FTP 160
 HTTP 160
 HTTPS 160
 local computer 157
 NT 158
 SecurID 159
 Windows 158
automated file transfer files 18
AutoTransfer. *See* Command Queue

B

background colors 95
bandwidth
 direct connections 62
 ISDN connections 61

bandwidth (*continued*)
 modem connections 59
 network connections 58
bitmaps, transferring in clipboard 97
broadband 21, 58, 80

C

cable modems 21, 58, 79
cache files 45
call waiting 59
Callback 162
caller accounts
 password protecting 175
 restricting access to drives 165
 specifying rights 163
caller rights 163
CAPI
 configuring on remote 80, 82
 customizing connections 200
carrier detect 202
certificate store 172
certificates 171
chat sessions 98
checkerboard background 95
Class D addresses 69
clipboard, transferring bitmaps 97
cloning
 explained 133
 folders 134
 preparing for 127
colors, changing 95
ColorScale 95
COM ports 61, 83, 201
command lines 142
Command Prompt 107
Command Queue 136
command queue files
 adding commands 138
 adding folders 125

- command queue files (*continued*)
 - adding remote items 143
 - deleting files 126
 - deleting folders 126
 - renaming files 126
 - renaming folders 126
 - reordering operations 143
 - running 151
 - saving 150
 - selecting end-of-session options 145
 - selecting file handling options 144
- command queue sessions
 - disconnecting automatically 146
 - locking host computer 146
 - logging off user 146
 - pausing 149
 - rearranging operations 150
 - removing operations 149
 - restarting host computer 148
 - scheduling automatically 153
 - shutting down host computer 148
 - starting from pcAnywhere 151
- Common ISDN Application Programming Interface.
 - See* CAPI
- compression, of files 129
- computer drives, restricting remote access 165
- computer names, hiding 161
- conferences 68
- connection devices
 - host 55
 - remote 77
- connection item files
 - on host 48
 - on remote 72
- connection items
 - password protecting 174
 - preconfigured 48, 72
- connections
 - about 39, 40
 - history 41
 - start mode 41

D

- data ports 198
- desktop areas 95
- dialing properties 80, 82

- direct connections
 - configuring
 - host 61
 - remote 83
 - customizing 201
- Direct icon 48, 72
- directory services
 - host 66
 - remote 84
- display settings 95
- display, full-screen 94
- DOS commands 107
- DSL 21, 58, 80
- DynIP
 - client 18
 - custom package 29

E

- encryption
 - defined 168
 - for Quick Connect sessions 89
 - of logon information 170, 171, 173, 174
 - pcAnywhere encoding 170
 - performance trade-offs 169
 - public-key
 - certificate store 172
 - certificates 171
 - configuring 171
 - digital certificates 173
 - explained 168
 - wizard 174
 - Quick Connect 92
 - symmetric
 - configuring 170
 - explained 168
- error checking 201
- Event Log 112
- event logging
 - generating reports 188
 - on a central server 185
 - on Windows NT/2000/XP 184
 - overview 182
 - setting up 182
- exclusion list, editing
 - during sessions 108
 - out of session 108

F

- Favorites 48, 72
- file compression 129
- File Manager 122
- file transfer
 - cancelling 131
 - conversion tool 18
 - finding files quickly 123
 - improving performance 129
 - modifying preferences 127
 - pausing 131
 - startup location 127
 - tagging
 - by wildcard character 124
 - files 123
 - folders 124
 - transferring files 130
 - using Quick Connect 88
 - viewing Command Queue 131
- File Transfer icon 72
- files
 - comparing 127
 - copying 138
 - deleting 126, 139
 - moving 138
 - renaming 126, 140
 - selecting overwrite options 128
 - synchronizing 133
- firewalls 22, 78, 196
- flow control 202
- folders
 - adding 125
 - cloning 134
 - comparing 127
 - creating 141
 - deleting 126
 - renaming 126
 - selecting overwrite options 128
 - synchronizing 133, 141
- FTP authentication 160

G

- Gateways 18
- global options, modifying 46
- Go list 123
- graphics, transferring in clipboard 97

- grid, changing 95

H

- history 41
- Host Assessment Tool 176
- host computer
 - customizing port numbers 197
 - finding on a network 88
 - locking 115
 - locking at startup 63
 - logging off user 115
 - restarting 114
 - role 19
 - running as a service 62
 - searching an LDAP server 90
 - searching by subnet 90
 - searching for 91
 - shutting down 114
 - specifying host name 50
- host connection items, creating 55
- host connections
 - configuring
 - end of session options 64, 65
 - startup options 62
 - using advanced properties 55
 - using Wizard 50
 - device types 55
- host icon 68
- host keyboard, locking 95
- host names
 - hiding 161
 - specifying 50
- host object. *See* connection item files
- host online menu 68
- Host Only product 28
- host screen
 - matching to remote 95
 - switching focus 95
- host sessions
 - accessing menu 68
 - calling a remote 67
 - chat 98
 - conferences 68
 - configuring startup options 63
 - connection item file 48
 - displaying connection information 68
 - ending 70

host sessions (*continued*)

- ending securely 65
- minimizing 63
- playing back 193
- recording 191
- resizing screen 94
- securing 160
- start mode 41
- starting 66
- starting automatically 63
- timing out 168
- using Internet 21
- waiting for connections 67

Host Setup Wizard 50

host startup 62

HTTP authentication 160

HTTPS authentication 160

I

inactivity time-outs 168

infrared devices 57, 78

installation

- custom versions 31
- full product 30
- modifying settings 33
- options 28
- over previous versions 29
- preparation for 26
- setup program 32
- system requirements 26
- uninstalling 35
- user rights 27

installation packages 26

Integrated Services Digital Network. *See* ISDN connections

Internet connections 21

IP address

- for conferencing 69
- hiding from searches 161
- searching for 88

ISDN connections

- about 82
- configuring
 - on host 60
 - on remote 80, 82

K

keyboard, locking 95, 167

L

LAN Host product 29

LDAP

- address searches 88
- authentication 157

Lightweight Directory Access Protocol. *See* LDAP

limited users 27, 62

LiveUpdate 34

log files

- archiving 189
- generating 182

log reports 188

logon

- configuring remote management credentials 117
- encrypting 170, 171, 173, 174
- limiting number of 161
- limiting time to complete 161
- overriding preconfigured credentials 118
- providing automatically 85
- securing 160

LPT port 61, 83, 201

M

manuals 24

migration, of configuration data 29

modem connections

- calling back remote 162
- changing ring number 59
- configuring
 - dialing properties 80, 82
 - host 58
 - remote 80
- customizing 199
- using dialing properties 81

Modem icon 48, 72

mouse, locking 95, 167

multicast. *See* conferences**N**

NetBIOS connections

- host 57
- remote 78

- network cards 196
- network connections
 - configuring
 - host 57
 - remote 78
 - customizing port numbers 197, 198
 - customizing port ranges 196
 - finding hosts 88
 - firewalls 22, 78
 - selecting network card 196
- Network, Cable, DSL icon 48, 72
- notification, of logon attempts 161
- Novell Bindery authentication 157
- Novell Directory Services authentication 157
- NT authentication 158
- null cables 61, 83

O

- OLE Automation 16
- Optimization Wizard 44
- option sets 46

P

- package installations 31
- parallel connections 61
- parallel ports 83, 201
- parity 201
- passwords
 - for caller accounts 175
 - for connection items 174
- pcAnywhere. *See* Symantec pcAnywhere
- pcAnywhere Express 18, 29
- pcAnywhere Manager, about 38
- performance
 - improving 42
 - using Optimization Wizard 44
- Playback Control Panel 191
- port numbers
 - customizing on host 197
 - customizing on remote 198
 - customizing port ranges 196
- preferences
 - editing 45
 - for file transfer 127
 - modifying globally 46
 - modifying online 95

- preinstallation procedures 26
- printers, remote 97
- privileges, on host 163
- processes, viewing or changing 106
- programs, uninstalling 113
- public-key encryption
 - certificate store 172
 - certificates 171
 - configuring 171
 - digital certificates 173
 - explained 168
 - software wizard 174

Q

- Quick Connect 88
 - configuring 91
 - connection options 89
- Quick Deploy and Connect 98

R

- Readme file 26
- Registry Editor 112
- Remote Access Services (RAS) 22
- remote computer
 - customizing port numbers 198
 - role 19
- remote connection items, modifying 76
- remote connections
 - configuring
 - using advanced properties 76
 - using Wizard 73
 - connection types 77
 - network 78
- remote control
 - explained 19
 - starting 87
 - using a Web browser 18
- remote management
 - about 104
 - configuring logon credentials 117
 - editing system registry 112
 - locking host computer 115
 - logging off user 115
 - overview 20
 - restarting host computer 114
 - sending commands to multiple computers 116

- remote management (*continued*)
 - sending DOS commands 107
 - shutting down host computer 114
 - software requirements 104
 - uninstalling programs 113
 - unsupported commands 107
 - user rights 104
 - using Quick Connect 88
 - viewing Event Log 112
 - viewing services 109
 - viewing system files 111
 - viewing Task Manager 105
- Remote Management icon 72
- remote object. *See* connection item files
- Remote Only product 29
- remote printing 96
- remote sessions
 - capturing screens 194
 - changing display settings 95
 - chat 98
 - connecting to multiple hosts 92
 - ending 102, 120
 - logging on automatically 85
 - playing back 193
 - printing files 97
 - printing remotely 96
 - reconnecting 85
 - recording 190
 - start mode 41
 - starting 87
 - using Quick Connect 88
 - using the Internet 21
 - viewing screen shots 194
 - waiting for host connections 87
- Remote Setup Wizard 73
- reports, generating from logs 188
- ring number 59
- routers 21, 69

S

- screen captures
 - taking of recorded sessions 193
 - viewing 194
- screen saver, launching at startup 63
- screen scaling 94
- SecurID authentication 159
- security
 - assessing on host 176
 - encrypting logon information 170, 171, 173, 174
 - performance trade-offs 169
 - protecting caller accounts 175
 - protecting connection items 174
- serial connections 61
- serial ports 83, 201
- Service and Support 3
- service, running host as 62
- services
 - changing logon properties 110
 - changing startup mode 109
 - starting or stopping 109
 - viewing 109
 - viewing dependencies 110
- Session Manager
 - about 41
 - background colors 95
 - remote control 93
- sessions
 - capturing screen shots 194
 - ending from remote 102
 - playing back 193
 - recording 190
 - viewing screen shots 194
- settings, modifying globally 46
- software updates 34
- software wizards
 - for configuration 50, 73, 99
 - for optimization 44
- SpeedSend 129
- SPX connections
 - host 57
 - remote 78
- startup location, for file transfer 127
- startup options 62
- status port 198
- status window, hiding 63
- subnets, searching for hosts 88
- superuser privileges 164
- Symantec Packager 26
- Symantec pcAnywhere
 - authentication 157
 - encoding 170
 - getting updates 34
 - log file 182

Symantec pcAnywhere (*continued*)

- main components 15
- opening 38
- preferences 45
- registering 38
- third-party tools 17
- tools
 - about 16
 - Activity Log Processing 188
 - Host Assessment Tool 176
 - Optimization Wizard 44
 - Thin Host Configuration Wizard 102
- uninstalling 35
- unsupported tools 18
- symmetric encryption
 - configuring 170
 - explained 168
- synchronization
 - by file type 133
 - of folders 132
 - preparing for 127
 - tagging by wildcard character 124
 - tagging files or folders 124
- system files, viewing and editing 111
- system requirements 26

T

- tagging
 - by wildcard character 124
 - files 123
 - folders 124
- TAPI connections, configuring
 - host 58
 - remote 80
- Task Manager 105
- TCP/IP connections
 - host 57
 - remote 78
- Technical Support 3
- Telephony API. *See* TAPI 58
- thin host
 - configuring 99
 - deploying 99
 - editing 102
- Thin Host Configuration Wizard 99
- time-outs 161, 168

U

- UDP searches 88
- user rights 27

V

- virtual private networks (VPN) 22

W

- Web site, Symantec 24
- white papers 24
- wildcard patterns 124
- window tracking 95
- Windows Active Desktop 43
- Windows authentication 158
- wizards
 - for configuration 50, 73, 99
 - for optimization 44
 - for public-key encryption 174

Symantec pcAnywhere™

CD Replacement Form

CD REPLACEMENT: After your 60-Day Limited Warranty, if your CD becomes unusable, fill out and return 1) this form, 2) your damaged CD, and 3) your payment (see pricing below, add sales tax if applicable), to the address below to receive replacement CD. *DURING THE 60-DAY LIMITED WARRANTY PERIOD, THIS SERVICE IS FREE.* You must be a registered customer in order to receive CD replacements.

FOR CD REPLACEMENT

Please send me: _____ CD Replacement

Name _____

Company Name _____

Street Address (No P.O. Boxes, Please) _____

City _____ State _____ Zip/Postal Code _____

Country* _____ Daytime Phone _____

Software Purchase Date _____

*This offer limited to U.S., Canada, and Mexico. Outside North America, contact your local Symantec office or distributor.

Briefly describe the problem: _____

CD Replacement Price	<u>\$ 10.00</u>
Sales Tax (See Table)	
Shipping & Handling	<u>\$ 9.95</u>
TOTAL DUE	_____

SALES TAX TABLE: AZ (5%), CA (7.25%), CO (3%), CT (6%), DC (5.75%), FL (6%), GA (4%), IA (5%), IL (6.25%), IN (5%), KS (4.9%), LA (4%), MA (5%), MD (5%), ME (6%), MI (6%), MN (6.5%), MO (4.225%), NC (6%), NJ (6%), NY (4%), OH (5%), OK (4.5%), PA (6%), SC (5%), TN (6%), TX (6.25%), VA (4.5%), WA (6.5%), WI (5%). Please add local sales tax (as well as state sales tax) in AZ, CA, FL, GA, MO, NY, OH, OK, SC, TN, TX, WA, WI.

FORM OF PAYMENT ** (Check One):

___ Check (Payable to Symantec) Amount Enclosed \$ _____ ___ Visa ___ Mastercard ___ AMEX

Credit Card Number _____ Expires _____

Name on Card (please print) _____ Signature _____

**U.S. Dollars. Payment must be made in U.S. dollars drawn on a U.S. bank.

MAIL YOUR CD REPLACEMENT ORDER TO:

Symantec Corporation
Attention: Order Processing
555 International Way
Springfield, OR 97477 (800) 441-7234
Please allow 2-3 weeks for delivery within the U.S.

Symantec and Symantec pcAnywhere are trademarks of Symantec Corporation.
Other brands and products are trademarks of their respective holder/s.
© 2003 Symantec Corporation. All rights reserved. Printed in the U.S.A.



Get a parallel cable

pcAnywhere can make connections over a wide range of protocols, including modems, network, Internet, ISDN, and direct connections.

The parallel null modem cable allows you to direct-connect two computers using parallel ports. A parallel null modem cable significantly increases the performance of pcAnywhere when using a parallel port to connect two computers. It facilitates file transfer and synchronization between two computers, as well as pcAnywhere training. If you need this parallel port cable, you can order it from the address below for \$9.95.

Shipping and Handling is Free. Offer good only in U.S. and Canada.

pcAnywhere™

**Send to:**

Symantec Corporation
Attn: Order Services
555 International Way
Springfield, OR 97477

Name (please print): _____

Mailing Address: _____

City: _____

State: _____ Zip: _____

Daytime Phone: _____

Form of Payment (Check One)

☐ Check Payable to Symantec ☐ Visa ☐ Mastercard ☐ American Express

Credit Card Number _____ Expires _____

Name on card _____

Signature _____

Please allow 4-6 weeks for delivery. Limit one per name, address, and household.

Promo Code: PCACHORD

Parallel Cable Price: 9.95

Sales Tax: + _____

TOTAL DUE: = _____

Symantec, the Symantec logo, and pcAnywhere are U.S. registered trademarks of Symantec Corporation. Other brands and products mentioned herein may be trademarks or registered trademarks of their respective companies and are hereby acknowledged.

